SAN FRANCISCO PUBLIC LIBRARY
3 1223 09951 4136

D
REF
353.6097
Sa53me

5 / S

San Francisco Public Library

Government Information Center
San Francisco Public Library
100 Larkin Street, 5th Floor
San Francisco, CA 94102

REFERENCE BOOK
Not to be taken from the library

3 1223 09951 4136

San Francisco
Health Authority

DOCUMENTS DEPT.

JAN 12 2004

SAN FRANCISCO
PUBLIC LIBRARY

SF
H 18.65
#2
11/7/03

DRAFT
November 7, 2003
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Nicole Avist, Raquel Cardenas, Sandra Estrada, Ed Evans, Adrian Gaino, Lynn Gavin, Elia Fernandez, Marcella Leland, Diane Maluia, Elexes Mauro, Christine Lotz, Tracey Faulkner, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Willow Lancaster and Yesenia Fernandez

Members Absent: Dana Hughes and Gilda Serrano

Guests: None

1. Welcome, Introductions and Roll Call:

The meeting was called to order at 1:10pm

2. Approval of Agenda & Minutes:

The agenda was approved and the minutes of October 3, 2003 were approved with one correction. Section IV, the sentence stating, "Kamala Harris invited the Committee to her campaign", was deleted.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported from the Governing Board meeting on Wednesday, November 5, 2003. Maria mentioned that some of the reimbursement rates by the Providers were reduced by the State. Maria reviewed the Access Enhancement Fund (AEF) proposals that were approved by the Governing Board with the Committee.
- Tracey mentioned from the Board meeting that SFHP and Blue Shield of California Foundation is working together to find a way to provide health insurance to uninsured adults. A resolution was approved to allocate $2,000,000 of SFHP's reserves to fund this program upon approval by the federal government of this program qualifying for matching S-CHIP funds.
- Maria mentioned that she attended the Healthy Kids Appreciation Dinner on October 28, 2003.
- Maria announced that the Governing Board approved Willow Lancaster and Raquel Cardenas's membership to the Member Advisory Committee.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Sandra reported that the Quality Improvement Committee met on October 15, 2003. Sandra reviewed the "Here For You" newsletter and gave an update on HEDIS. Most rates are improving. Sandra mentioned that SFHP has chosen to focus on efforts to increase the use of appropriate medications for people with asthma. Also, SFHP has a new Pilot Well Baby (child) visits in the first 15 months of life incentive. SFHP chose three target offices in which to pilot the program; Dr Kevin Chu, Dr. Lawrence Granader, and Dr. Enrique Agorio. Providers would be able to earn $50 if they forwarded four or five well baby visits to the Plan and they met HEDIS criteria or $150 if they forwarded six or more well baby visits that met criteria.
- Sandra also talked about SFHP new pilot well child visits age's three-six years member incentive program. This program focuses on members who have not received an annual check-up within the past year according to SFHP records. SFHP is now offering a free gift certificate for $15 to Toys "R" Us for an annual check-up. Also, as of October 6, 2003 SFHP started "Gateway To Fitness" program. This program will expose young people aged 11-15 to the benefits of regular physical activity.
- Ed mentioned that there was a discussion on the different hospitals and the number of bed days. St. Luke's IMG has higher bed days than expected. Ed also has some concerns about disability access in the medical facilities that he will discuss at the next Quality Improvement Committee.

Staff Report-Jean Fraser

- Jean gave an update on the Access Enhancement Fund proposals. The Plan received 42 requests for funds totaling over $4.8 million dollars. Jean passed out a list of organizations that are going to get funds (See attached).
- Proposal for Healthy Parents-a program that would give complete health insurance to the parents of the kids that are enrolled in SFHP. This program is probably still a year away, however, it is the first opportunity for SFHP to put money into this program.
- Jean mentioned that a number of members of the Governing Board are very pleased with the Member Committee's work.

4. Discussion: Name Change To Member Committee

- The Committee voted to change their name to Member Advisory Committee (MAC). The Committee will present this change in a resolution to the Governing Board for a final approval at the January 7, 2004 Board meeting.

5. Discussion: Review 2003 Goals And Plan For 2004 Goals

- Jean mentioned that the Plan will give the Committee a final report in December of the Committee's 2003 goals.
- The Committee discussed their preliminary goals for 2004. Jean will respond to each one on the Committee's goals in December.

6. Discussion/Action: Consideration Of New Members:

- There were no new members considered for membership.

7. Public Comment:

- There was no public comment.

8. Calendar Items For Next Meeting:

- The Committee voted to have their Christmas party at the December 5th meeting, instead of having their regular meeting.

9. Announcements:

- Maria announced Children's Now 2003 California Report Card is doing a Press Conference on November 19th in Sacramento. Maria asked if anyone is interested to let her know. Four members signed up.

10. Adjournment:

The meeting adjourned at 3pm.

Date Approved: 1-9-03

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
December 5, 2003
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

DEC - 1 2003

SAN FRANCISCO
PUBLIC LIBRARY

12-01-03A10:15 RCVD

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans& Sandra Estrada
   3. Staff Reports: Jean Fraser
4. Discussion: Child Care Reimbursements Policy
5. *CHRISTMAS PARTY*
6. Adjourned

Please Note These Upcoming SFHA Meetings:

• Finance Committee:	January 7, 2004 (11am-12pm)
• Governing Board:	January 7, 2004 (12pm-2pm)
• Building Committee:	January 7, 2004 (2pm-3pm)
• Member Advisory Committee:	January 9, 2004 (1pm-3pm)
• Community Advisory Committee:	January 14, 2004 (12pm-2pm)
• Quality Improvement Committee:	February 4, 2004 (6:15pm-8pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

SF
H18.65
#1
1/9/04

Meeting Agenda
January 9, 2004
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.
JAN - 8 2004
SAN FRANCISCO
PUBLIC LIBRARY
01-08-04P12:

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Sandra Estrada
   3. Staff Report: Jean Fraser
4. Discussion: Jessica Rothhaar From Health Access-Update On State Budget
5. Discussion: Wrap Up On 2003 Goals And Review 2004 Preliminary Goals
6. Discussion/Action: Consideration Of New Members
7. Public Comment
8. Calendar Items For Next Meeting
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: January 21, 2004 (6:15pm-8pm)
- Beneficiary Committee: February 6, 2004 (1pm-3pm)
- Finance Committee: March 3, 2004 (11am-12pm)
- Governing Board: March 3, 2004 (12pm-2pm)
- Building Committee: March 3, 2004 (2pm-3pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

- Health Authority

DRAFT
January 9, 2004
Member Advisory Committee
Meeting Minutes

18.65
2
1/9/04

Members Present: Blesilda Almacen, Joanne Alvergue, Nicole Avist, Raquel Cardenas, Sandra Estrada, Ed Evans, Adrian Gaino, Lynn Gavin, Elia Fernandez, Yesenia Fernandez, Willow Lancaster, Christine Lotz, Tracey Faulkner, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Elexes Mauro and Diane Maluia

Members Absent: Dana Hughes and Marcella Leland

Guests: Jessica Rothhaar of Health Access

DOCUMENTS DEPT.
FEB - 9 2004
SAN FRANCISCO
PUBLIC LIBRARY

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:15pm

2. **Approval of Agenda & Minutes:**
The agenda was approved and the minutes of November 7, 2003 were approved as written. The Committee did meet in December 2003 for a holiday party only.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Governing Board met on Wednesday, January 7, 2004. Maria reviewed the SFHP Quality Update with the Committee. (See attached)
- Tracey mentioned that the Governing Board approved the Committee's new name change to Member Advisory Committee.
- Tracey also mentioned that the Plan was granted a $2 million grant from the Blue Shield Foundation to fund parental coverage for undocumented parents. SFHP is only $2 million from full funding. The Plan will continue to work with the City and hope that the City will be able to allocate this money. The bad news is that the California Health Care Foundation delayed making a decision on funding because MRMIB staff members feels this is not a high priority for MRMIB.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting is March 10, 2004.

Staff Report-Jean Fraser

- Jean presented the staff's report on SFHP's progress on the 2003 Committee goals. The Plan has completed essentially all of the Committee goals. (See attached)

- Jean mentioned that at the November meeting that the Committee set some preliminary goals for calendar year 2004. Jean wrote up the Committee preliminary goals and commented on each one of them. Jean distributed her comments.
- Jean asked the Committee to go through the goals and figure out what they would like to focus on for 2004.
- Jean spoke about the legislative briefing she attended in December. The Medi-Cal Policy Institute did the briefing. They paid for a doctor (Dr Bindman) at SFGH and his team of researchers to look at managed care in Medi-Cal. Managed care reduced the number of preventable hospitalizations.

4. **Discussion: Jessica Rothhaar From Health Access-Update On State Budget**
   - Jessica Rothaar from Health Access California Coalition introduced herself to the Committee. Jessica spoke about the work that she does for Health Access. Heath Access is a coalition that works to expand access to health care for all Californians of all ages.
   - Jessica spoke briefly on some of the proposed State budget cuts. She mentioned some of the specifics, which were a cap on Healthy Families enrollment, a capitation on California Children Services enrollment and a cut to the CHDP Gateway.
   - Jessica passed out some flyers to the Committee and asked if they have any questions.

5. **Discussion: Wrap Up On 2003 Goals And Review 2004 Preliminary Goals**
   - The Committee began reviewing their 2003 goals but did not complete their review. The Committee will continue the discussion at the February Committee meeting.

6. **Discussion/Action: Consideration Of New Members:**
   - There were no new members considered for membership.

7. **Public Comment:**
   - There was no public comment.

8. **Calendar Items For Next Meeting:**
   - Sandra Estrada has resigned from the Quality Improvement Committee. The Committee will calendar nominations for the Quality Improvement Committee on the February agenda.
   - Maria would like to calendar how to teach the members to write a letter to the Governor on the February agenda.

9. **Announcements:**
   - Maria announced Parents Voices Asthma Workshop at UCSF on January 20, 2004 from 6pm to 8pm.

10. Adjournment:

The meeting adjourned at 3pm.

Date Approved: Feb 6, 2004

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

= Health Authority

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
February 6, 2004
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

JAN 30 2004

SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans
   3. Staff Report: Jean Fraser
4. Discussion: Nominations For The Governing Board
5. Discussion: Appointment For Quality Improvement Committee
6. Discussion: Review 2004 Preliminary Goals
7. Discussion/Action: Consideration Of New Members
8. Public Comment
9. Calendar Items For Next Meeting
10. Announcements
11. Adjournment

Please Note These Upcoming SFHA Meetings:

- Finance Committee: March 3, 2004 (11am-12pm)
- Governing Board: March 3, 2004 (12pm-2pm)
- Building Committee: March 3, 2004 (2pm-3pm)
- Member Advisory Committee: March 5, 2004 (1pm-3pm)
- Quality Improvement Committee: March 10, 2004 (6:15pm-8pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

DOCUMENTS DEPT.

MAR - 9 2004

SAN FRANCISCO
PUBLIC LIBRARY

San Francisco Health Authority

February 6, 2004
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Nicole Avist, Raquel Cardenas, Sandra Estrada, Ed Evans, Lynn Gavin, Elia Fernandez, Yesenia Fernandez, Willow Lancaster, Diane Maluia, Elexes Mauro, Gilda Serrano, Tracey Faulkner, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Christine Lotz and Marcella Leland

Members Absent: Dana Hughes and Adrian Gaino

Guests: Tracy Lerhman of Public Citizen

1. **Welcome, Introductions and Roll Call:**
   The meeting was called to order at 1:15pm. Valerie Introduced Dori Lange, SFHP's Quality Improvement Manager to the Committee. Dori briefly spoke to the Committee about the results of SFHP's HEDIS study. Dori also mentioned that the State is going to start having SFHP track pap smears and mammograms. Dori asked the Committee for any ideas they may have on tracking pap smears and mammograms. The Committee suggested that the Plan use post cards. Dori thanked the Committee for their feedback and will keep them posted on the outcome of the tracking system.

2. **Approval of Agenda & Minutes:**
   The agenda was approved and the minutes of January 9, 2004 were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Governing Board did not meet. The next meeting is scheduled for March 3, 2004.
- Maria mentioned that she attended the Citizens Advisory Committee meeting on children's fund. She also mentioned that she and Tracey met with Jean Fraser to streamline the Committee's goals for 2004. She talked about how the Governor's proposed budget cuts are going to impact our local health coverage like the SFHP' s Healthy Kids and programs including plans for parental health coverage.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting is March 10, 2004.
- Ed mentioned if there is any issues the Committee has to let him know and he will discuss it at the Quality Improvement Committee. Ed also mentioned that he attended a San Francisco Health Commission meeting at City Hall where the Mayor as well as Dr. Mitch Katz gave a presentation on how to keep San Francisco local community clinics open.

Staff Report-Jean Fraser

- Jean announced that SFHP has a new Board member subject to approval by the Board of Supervisors Office, Gene O'Connell, Director of San Francisco General Hospital.
- Jean mentioned that she met with Tracey and Maria to discuss the Committee's preliminary goals for 2004. Jean passed out a draft of the 2004 goals to the Committee to review and finish so she can present them at the March Governing Board meeting.

4. **Discussion: Nominations For The Governing Board**
   - Maria turned over the running of the nominations process to co-chair Tracey Faulkner. Maria Luz Torre's term has expired on the SFHP Governing Board and is running for another term. Tracey opens the table for nominations. Maria Luz and Lynn Gavin were both nominated to serve on the Governing Board and as co-Chair of the Committee. Lynn and Maria both briefly spoke about why they want to serve on the Governing Board and Co-Chair the Member Advisory Committee. The Committee voted thirteen to three. Maria was elected to serve another term on the Governing Board and Co-Chair the MAC.

5. **Discussion: Nominations For The Quality Improvement Committee**
   - Jean briefly explained the Quality Improvement Committee to the MAC. Jean mentioned that the Quality Improvement Committee is an interesting committee that looks at the details of how the Plan is running to see if we have any major problems.
   - Tracey explained that two Quality Improvement representatives will be up for re-election every two years. Sandra Estrada's position was vacated by her resignation. Maria mentioned that the Quality Improvement representatives will be receiving a $50.00 stipend which is not retroactive. Tracey opened the table for nominations. Elexes Mauro and Lynn Gavin were nominated for the Quality Improvement Committee. The Committee voted eleven to four. Lynn Gavin was elected to serve on the Quality Improvement Committee.

6. **Discussion: Tracey Lerhman From Public Citizen Re Campaign To Ban Irradiated Food In The School Lunches In The SFUSD**
   - Maria introduced Tracey Lerhman to the Committee. Tracey Lerhman from Public Citizen, a statewide organization, spoke to the Committee about a campaign her organization is working on with the SFUSD. The campaign is to ban irradiated foods in school lunches. Tracey L. stated that in May 2003 the U.S. Department of Agriculture approved irradiated beef for the National School Lunch Program (NSLP), despite overwhelming opposition from concerned parents, teachers, and child health advocates. Tracey explained that the NSLP provides free or reduced price meals to over 25 million low-income schoolchildren. Research links consumption of irradiated foods to numerous health problems; irradiation also depletes essential nutrients from food, and creates toxins and carcinogens.
   - Tracey Lerhman answered most of the Committees questions and passed out flyers and a sheet to sign for those who are interested in getting involved in this campaign.
   - Committee members wrote individual letters to the San Francisco Board of Education expressing their concerns.

7. **Proposed Forum With Other MAC In The Bay Area And Inviting Someone From The Governor's Office Or Kim Belshe**
   - Maria mentioned that the Member Advisory Committee plan to have a joint forum with other bay area advisory committees to discuss the State budget cuts and to also invite someone from the Governor's office may happen in the April or May meeting.

8. **Discussion: Wrap Up On 2003 Goals And Review 2004 Preliminary Goals**

- The Committee discussed their 2004 preliminary goals with one additional goal; to ask each hospital in SFHP network to do a presentation on their efforts to comply with the ADA.

9. **Discussion/Action: Consideration Of New Members:**
   - There was one new member, Nadya Bratt considered for membership. Nadya's membership will be voted at the next scheduled meeting.

10. **Public Comment:**
    - There was no public comment.

11. **Calendar Items For Next Meeting:**
    - There were no items to be calendared.

12. **Announcements:**
    - There were no announcements.

13. **Adjournment:**

The meeting adjourned at 3pm

Date Approved: March 5, 2004

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
March 5, 2004
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

FEB 27 2004

SAN FRANCISCO
PUBLIC LIBRARY

8.65
5/04

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans
   3. Staff Report: Jean Fraser
4. Discussion: EDD Training-Park Allen, SFHP Human Resource/Office Manager
5. Discussion: Review 2004 Preliminary Goals
6. Discussion/Action: Consideration Of New Members
7. Public Comment
8. Calendar Items For Next Meeting
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: March 10, 2004 (6:15pm-8pm)
- Member Advisory Committee: April 2, 2004 (1pm-3pm)
- Governing Board: May 5, 2004 (12pm-2pm)
- Finance Committee: May 5, 2004 (11am-12pm)
- Building Committee May 5, 2004 (2pm-3pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

8.65

5/04
vised

Revised Meeting Agenda
March 5, 2004
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

MAR - 2 2004

SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans
   3. Staff Report: Michael van Duren
4. Discussion: EDD Training-Park Allen, SFHP Human Resource/Office Manager
5. Discussion/Action: Consideration Of New Members
6. Public Comment
7. Calendar Items For Next Meeting
8. Announcements
9. Adjournment

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: March 10, 2004 (6:15pm-8pm)
- Member Advisory Committee: April 2, 2004 (1pm-3pm)
- Governing Board: May 5, 2004 (12pm-2pm)
- Finance Committee: May 5, 2004 (11am-12pm)
- Building Committee May 5, 2004 (2pm-3pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

DOCUMENTS DEPT.

APR - 6 2004

SAN FRANCISCO
PUBLIC LIBRARY

San Francisco Health Authority

DRAFT
March 5, 2004
Member Advisory Committee
Meeting Minutes

Members Present: Joanne Alvergue, Nicole Avist, Raquel Cardenas, Sandra Estrada, Ed Evans, Adrian Gaino, Lynn Gavin, Elia Fernandez, Yesenia Fernandez, Willow Lancaster, Marcella Leland, Elexes Mauro, Tracey Faulkner, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Blesilda Almacen and Diane Maluia

Members Absent: Dana Hughes and Gilda Serrano

Guests: None

1. **Welcome, Introductions and Roll Call:**
   The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
   The agenda was approved and the minutes of February 6, 2004 were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Governing Board did met on March 3, 2004. Maria mentioned that there is a hearing at the State level in Sacramento on Monday March 8, 2004 regarding the proposed budget cuts. In addition, the California Partnership is also meeting with Senator John Burton regarding SB 2 on Tuesday, March 9 2004 at 9am at the Federal Building here in San Francisco.
- Maria mentioned that Jessica Rothhaar from Health Access will be attending the April MAC meeting to do a workshop on health care advocacy and media training to prepare for the joint forum with the other local initiatives proposed for May 2004.
- Maria stated that the Governing Board bylaws are being amended and it has to be discussed at one meeting before voting. There will be a vote at the May Governing Board meeting.

Q.I./GAR Report-Ed Evans

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting is March 10, 2004.

Staff Report-Michael van Duren And Lucy Smiles

- Michael mentioned that SFHP is working on setting up a program on childhood obesity and what we can do about it. Michael stated that SFHP would like to start this program in the next couple of months. Michael also mentioned that SFHP was granted a 100K grant from the Department of Public Health to get the Gateway to Fitness program started for teenagers.
- Lucy Smiles asked the Committee for their input on what type of program they would like to have.
- The Committee decided to have an evening workshop with parents, providers, educators, and other various officials that are concerned with our children's health.

- Lucy said she will start working on setting up this evening workshop and will keep the Committee updated with the status.

4. **Discussion: EDD Training-Park Allen, SFHP Human Resource Director/Office Manager**
   - Valerie introduced Park Allen to the Committee. Park gave a presentation on hints for seeking employment. (See attached)
   - The Committee response to the presentation was highly enthusiastic.

5. **Discussion/Action: Consideration Of New Members:**
   - The Committee voted on Nadya Bratt as a new member to Member Advisory Committee. Nadya's nomination will be scheduled for the next Governing Board meeting for final approval.

6. **Public Comment:**
   - Public announcements were made. It was noted at the last couple of meetings that some members left before 3pm. The Co-Chairs is requesting members to stay until 3pm unless they have notified staff, Valerie Huggins of the reason to leave early.

7. **Calendar Items For Next Meeting:**
   - There were no items to be calendared.

8. **Announcements:**
   - There were no announcements.

9. **Adjournment:**
   The meeting adjourned at 3pm

Date Approved: April 2, 2004

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

18.65
1
12/04

Meeting Agenda
April 2, 2004
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

MAR 22 2004

SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: New SFHP Website-Robyn Thaw, SFHP Marketing Director (1:30pm)
5. Discussion: What Factors Should Medi-Cal Use To Decide Which Health Plan Get More Members (Jean Fraser)
6. Media Training By Jessica Rothhaar, Health Access
7. Public Comment
8. Calendar Items For Next Meeting
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- Governing Board: May 5, 2004 (12pm-2pm)
- Finance Committee: May 5, 2004 (11am-12pm)
- Building Committee: May 5, 2004 (2pm-3pm)
- Member Advisory Committee: May 7, 2004 (1pm-3pm)
- Quality Improvement Committee: June 2, 2004 (6:15pm-8pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

Health Authority

DOCUMENTS DEPT.

AUG - 9 2004

SAN FRANCISCO
PUBLIC LIBRARY

DRAFT
April 2, 2004
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Nicole Avist, Nadya Bratt, Sandra Estrada, Ed Evans, Adrian Gaino, Lynn Gavin, Elia Fernandez, Willow Lancaster, Marcella Leland, Diane Maluia, Elexes Mauro, Tracey Faulkner, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Raquel Cardenas

65

Members Absent: Dana Hughes, Yesenia Fernandez and Gilda Serrano

'04

Guests: Jessica Rothhar and Laura Noss

1. **Welcome, Introductions and Roll Call:**
   The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
   The agenda was approved and the minutes of March 5, 2004 were approved as written.

3. **Committee Reports:**

   Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner
   - Maria reported that the Governing Board did not meet. The next scheduled meeting is May 5, 2004.
   - Maria mentioned at the last Member Advisory Committee meeting that she was meeting with Senator John Burton on SB 2. Maria stated that there are fixes that need to be made to this bill before Senator Burton leaves offices.
   - Maria announced that on April 7th a group of advocates in San Francisco will be meeting with Gavin Newsome to talk about healthcare.

   Q.I./GAR Report-Ed Evans & Lynn Gavin
   - Lynn reported that the Quality Improvement Committee did meet. Lynn also reported that this was her first meeting and she found it to be very interesting.
   - Ed reported that the growth rate of the Plan is on a steady increase and that Member Services has been very good in handling complaints. Ed also mentioned that HEDIS rates are good.
   - Ed asked if the Committee have any issues or concerns to let him or Lynn know so they can discuss it at the next scheduled Quality Improvement Committee.

   Staff Report-Jean Fraser
   - Due to time restraint Jean did not present a staff report.

4. **Discussion: New SFHP Website-Robyn Thaw, Marketing Director**
   - Robyn mentioned that the San Francisco Health Plan will be upgrading its website. Robyn passed out a drafted navigation worksheet and asked the Committee for some feedback on what should and should not go on the website.

- The Committee had some great suggestions. Robyn said she will come back to update the Committee on the new website progress.

5. Discussion: What Factors Should Medi-Cal Use To Decide Which Health Plan Get More Members-Jean Fraser
   - Jean did a small survey and asked the Committee to rank what factors should Medi-Cal use to decide which health plans get more members. The Committee ranked HEDIS scores; member's satisfaction surveys scores and the percentage of doctors who have served Medi-Cal/uninsured as the top three.

6. Media Training By Jessica Rothhar and Laura Noss
   - Jessica Rothhar spoke about setting up a date to have a press conference regarding Medi-Cal cuts for sometime in May.
   - Laura Noss gave the Committee some training on tips on preparing to speak to the Media. (See attached).
   - At the end of the Media Training the Committee did a role-play. The Committee will do a brief role-play at the beginning of the next months meeting.

7. Public Comment
   - There was no public comment.

8. Calendar Items For Next Meeting
   - There were no items to be calendared.

9. Announcements
   - There was no announcements.

10. Adjournment
    The meeting adjourned at 3pm.

Date Approved: 8/6/04

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
May 7, 2004
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

AUG - 9 2004

SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Lucy Smiles, SFHP's Health Care Project Coordinator To Discuss The Evening Workshop
5. Discussion: Media Training With Laura Noss Of Social Planet
6. Public Comment
7. Calendar Items For Next Meeting
8. Announcements
9. Adjournment

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: June 2, 2004 (6pm-8pm)
- Member Advisory Committee: June 4, 2004 (1pm-3pm)
- Finance Committee: June 23, 2004 (11am-12pm)
- Governing Board: June 23, 2004 (12pm-2pm)
- Building Committee: June 23, 2004 (2pm-2:30pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

= Health Authority

DOCUMENTS DEPT.

AUG - 9 2004

SAN FRANCISCO
PUBLIC LIBRARY

DRAFT
May 7, 2004
Member Advisory Committee
Meeting Minutes

Members Present: Joanne Alvegue, Ed Evans, Lynn Gavin, Elia Fernandez, Yesenia Fernandez, Diane Maluia, Tracey Faulkner, and Maria Luz Torre

Members Absent Excused: Blesilda Almacen, Nadya Bratt, Adrian Gaino, and Wendy Vielman

Members Absent: Nicole Avist, Elexes Mauro, Christine Lotz, Gilda Serrano, Marcella Leland, Willow Lancaster, Raquel Cardenas

65

Guests: Laura Noss, Melody Fountila, and Natasha Madans

104

Staff: Valerie Huggins, Jean Fraser, and Lucy Smiles

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was not approved and minutes of April 2, 2004 were not approved due to lack of quorum.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Tracey Faulkner and Maria Luz Torre were not able to attend the May 5, 2004 Governing Board meeting because they were in Sacramento for Stand For Children's Rally.
- Tracey reported that the Stand For Children was a huge success. There was close to 1000 parents in attendance.
- Maria shared an email from Michael Lyon from the Coalition for Public Health. Maria stated that there would be a budget hearing on May 11, 2004 at 3pm at the Health Commissions office. Maria also reported that the legislature rejected the Governor's proposed cuts to health care and according to Senator Burton's staff, the Governor seemed to be responsive to the overwhelming public concern about these cuts. The May revise (budget) will come out in a week.

Q.I./GAR Report-Ed Evans & Lynn Gavin

- Ed reported that the Quality Improvement Committee is scheduled to meet on June 2nd. Ed also mentioned that if there are any concerns that anyone might have please let him or Lynn Gavin know.

Staff Report-Jean Fraser

- Jean reported on the Quality Improvement Program Report for 2003. Jean stated that these annual reports serve as a vehicle for the Governing Board to exercise oversight over our ongoing efforts to make things better for SFHP members and providers.

- Jean also reported that the Governing Board approved Nadya Bratt's appointment to the Member Advisory Committee.
- Jean announced that she will be speaking on KQED about healthcare on Wednesday, May 12th at 10am.

4. **Discussion: Lucy Smiles, SFHP's Health Care Project Coordinator To Discuss The Evening Workshop**
   - Lucy spoke about the evening workshop scheduled for May 25th. Lucy asked for some feedback about thoughts of how the evening shop should go and whom they think should come.
   - The Committee suggested that there workgroup should consist of parents, providers, and nutritionists.
   - Lucy explained that the workshop would focus on nutrition and activities.

5. **Discussion: Media Training With Laura Noss Of Social Planet**
   - Laura Noss did a follow up from the April 2, 2004 Committee meeting. Laura asked if anyone had any experiences dealing with the media in the last month.
   - Maria said she received a call from New York's Times who are talking to parents about childcare issues. Maria was also interviewed by KRON for the Public Affairs show, which aired on April 18.
   - Maria mentioned that Wendy Vielman spoke at World Asthma Day Press Conference on May 4th.
   - Laura mentioned if ever the Committee receives phone calls from reporters; feel free to give her a call. Laura also announced the Cover the Uninsured Week and it kicks off with a press conference at Mission Neighborhood Health Center on Monday May 10th at 10am and the Mayor Gavin Newsom will be speaking. Laura also did a brief role-play with Committee to prepare them for any future media.

6. **Public Comment**
   - There was no public comment.

7. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

8. **Announcements**
   - There were no announcements.

10. **Adjournment**
    The meeting adjourned at 3pm.

Date Approved: 8/6/04

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
June 4, 2004
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.
JUN - 1 2004
SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Summer 04 Newsletter-Bob Menezes, SFHP's Communication Manager
5. Discussion: SFHP's New Phone System Scripts-Mark Villares, SFHP's Member Service Director
6. Discussion: Prenatal Care HEDIS Rates-Rowena Tarantino, SFHP's Health Education Manager
7. Public Comment
8. Calendar Items For Next Meeting
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- Finance Committee: June 23, 2004 (11am-12pm)
- Governing Board: June 23, 2004 (12pm-2pm)
- Building Committee: June 23, 2004 (2pm-2:30pm)
- Member Advisory Committee: August 6, 2004 (1pm-3pm)
- Quality Improvement Committee: September 22, 2004 (6pm-8pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

= Health Authority

DOCUMENTS DEPT.

AUG - 9 2004

SAN FRANCISCO
PUBLIC LIBRARY

DRAFT
June 4, 2004
Member Advisory Committee
Meeting Minutes

Members Present: Joanne Alvegue, Ed Evans, Lynn Gavin, Elia Fernandez, Yesenia Fernandez, Dana Hughes, Christine Lotz, Diane Maluia, Elexes Mauro, and Maria Luz Torre

Members Absent Excused: Blesilda Almacen, Nadya Bratt, Sandra Estrada, Tracey Faulkner, Willow Lancaster, Wendy Vielman, and Adrian Gaino,

65

Members Absent: Nicole Avist, Gilda Serrano, Marcella Leland, and Raquel Cardenas

104

Guests: None

Staff: Valerie Huggins, Mark Villares, Rosa Lee, Jean Fraser, and Robyn Thaw

1. **Welcome, Introductions and Roll Call:**
   The meeting was called to order at 1:20pm.

2. **Approval of Agenda & Minutes:**
   The agenda was not approved and minutes of April 2, 2004 and May 7, 2004 were not approved due to lack of quorum.

3. **Committee Reports:**
   Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner
   - Maria reported that the Governing Board did not meet. The next scheduled meeting is June 23, 2004. Maria also reported that she and some other MAC members attended the workshop that SFHP presented on May 25, 2004. The workshop was on finding a healthy weight for your child. Maria and other members found the workshop to be very helpful and hope to do a follow up in the near future.
   - Maria announced that the Mayor has included funding for children 19-24 ageing out of Medi-Cal in his budget. She also mentioned that the Governor's May Revise has removed the cap on Healthy Families which means that SFHP may be able to go ahead with it's parental inclusion plan for parents whose children are already being served by the plan. Maria attended the San Francisco Asthma Task Force and has been invited to join the Committee. The

   Q.I./GAR Report-Ed Evans & Lynn Gavin
   - Ed reported that the Quality Improvement Committee did meet on Wednesday, June 2, 2004. Ed mentioned that Robyn Thaw, SFHP's Marketing Director presented an interesting marketing presentation. Ed said he was impressed by the fact that Medi-Cal is the greatest number of people in the health plan now. Ed also mentioned that SFHP has a new formulary through Epocrates.

   Staff Report-Jean Fraser

- Jean reported that the Governor withdrew his proposal to cap enrollment on Healthy Families. Jean stated that the next big project in the next year for SFHP is working on getting health insurance for parents.
- Jean announced that the Mayor included $1.9 million dollars in his budget to expand Healthy Kids to cover older age group up to age 24 years old.
- Jean mentioned that SFHP HEDIS rates are up high. Jean also mentioned that SFHP did a satisfaction survey for the Healthy Kids program and scored 98 percent.
- Jean reminded the Member Advisory Committee that there would not be a July meeting. The next scheduled meeting is August 6, 2004.

4. **Discussion: Summer 04 Newsletter-Bob Menezes, SFHP's Communications Manager**
   - Bob Menezes spoke about the new summer addition for the member's newsletter. Bob asked the Member Advisory Committee for some recommendations on what they think would be interesting for the newsletter. The Committee recommended a story on asthma emergency protocol (what to do if you or someone else is having an asthma attack), protecting yourself in the summer (from insect bites/bee stings/sun overexposure/foot infection from flip-flops, etc), fitness, nutrition, smart shopping, and mental health.
   - Bob mentioned that SFHP need someone with a teenager from the MAC to participate in the Healthy Kids Expansion press conference. Elia Fernandez and her daughter Yesenia Fernandez agreed to be available for press conference Thursday, June 10th.
   - Bob thanked the Committee for their recommendations and will keep the Committee updated on the progress.

5. **Discussion: SFHP's New Phone System Scripts-Mark Villares, SFHP's Member Service Director**
   - Mark Villares and Rosa Lee spoke to the Committee about SFHP's new phone system scripts and asked for their feedback. Mark also did a role-play with the Committee. The Committee had some great suggestions. Mark thanked the Committee and will keep them updated on the progress.

6. **Discussion: Prenatal Care HEDIS Rates-Rowena Tarantino, SFHP's Health Education Manager**
   - Rowena Tarantino spoke to the Committee about a new program that SFHP is going to start. Rowena explained that SFHP is trying to start a new project to get members that are pregnant to come for prenatal care earlier and on a regular basis.
   - Rowena asked the Committee two questions; what do they think are barriers or challenges to getting in for prenatal care? What incentives would be helpful to get to in? What would SFHP offer? The Committee had some great answers. Rowena thanked the Committee and said she will come back and update them on the progress.

7. **Public Comment**
   - There was no public comment.

8. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

9. **Announcements**
   - There were no announcements.

10. Adjournment
The meeting adjourned at 3pm.

Date Approved: 8/6/04

Maria Luz Torc, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
August 6, 2004
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

JUL 30 2004

SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Sai-Ling Chan-Sew & Miriam Damon Of SF Mental Health (time sensitive 1:30pm)
5. Discussion: Gene O' Connell Of San Francisco General Hospital (time sensitive 2:15pm)
6. Public Comment
7. Calendar Items For Next Meeting
8. Announcements
9. Adjournment

Please Note These Upcoming SFHA Meetings:

- Finance Committee: September 8, 2004 (11am-12pm)
- Governing Board: September 8, 2004 (12pm-2pm)
- Building Committee: September 8, 2004 (2pm-3pm)
- Member Advisory Committee: September 10, 2004 (1pm-3pm)
- Quality Improvement Committee: September 22, 2004 (6pm-8pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

= Health Authority

August 6, 2004
Member Advisory Committee
Meeting Minutes

Members Present: Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Yesenia Fernandez, Adrian Gaino, Diane Maluia, Elexes Mauro, Wendy Vielman, and Maria Luz Torre

Members Absent Excused: Blesilda Almacen, Lynn Gavin, Willow Lancaster, and Joanne Alvergue

Members Absent: Nicole Avist, Nadya Bratt, Christine Lotz, Dana Hughes, Gilda Serrano, Marcella Leland, and Raquel Cardenas

Guests: None

DOCUMENTS DEPT.

SEP 13 2004

SAN FRANCISCO
PUBLIC LIBRARY

18.65
2
16/04

Staff: Valerie Huggins, Jean Fraser, and Robyn Thaw

1. **Welcome, Introductions and Roll Call:**
   The meeting was called to order at 1:15pm.

2. **Approval of Agenda & Minutes:**
   The agenda was approved and minutes of April 2nd, May 7th, and June 4th were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Board did not meet. The next schedule Board meeting is September 8, 2004. Maria also announced that Parent Voices is hosting a presentation by Lucy Quacinella from California Partnership re: the California Performance Review on Medi-Cal and other social services.
- Maria attended the California Budget Project Roundtable discussion on the Governors proposed changes for Medi-Cal (at the State Capitol).

Q.I./GAR Report-Ed Evans & Lynn Gavin

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled Quality Improvement Committee meeting is September 22, 2004.

Staff Report-Jean Fraser

- Jean mentioned that there have been some problems with the Healthy Families program with enrollment. Jean said that the Plan is doing public testimony up at the State and it's very important for the Plan to keep members enrolled. Jean asked the Committee to contact the Plan if they encounter any problems with Healthy Families.
- Jean also mentioned that are Healthy Kids Member Satisfaction Survey scores are high. Jean said that members are very happy the Healthy Kids service.
- Jean updated the Committee on the status of their 2004 goals.

4. **Discussion: Robyn Thaw, Marketing Director**
   - Robyn spoke to the Committee about the 19-24year old Healthy Kids Extension. Robyn mentioned that Mayor Newsom put money aside and partner with SFHP to do this new program which is and extension of the Healthy Kids program.
   - Robyn asked the Member Advisory Committee to help the Plan pick out a name appropriate for this new program. Robyn passed out some names the Plan came up with and the Committee to choose from the list. Robyn said she will come back and give the Committee an update on what name may be used for the new program.
   - Robyn briefly talked about SFHP's new website. Robyn asked for some input from the Committee. Robyn passed out different designs for the Committee to review. The Committee had some great feedback. Robyn said she will keep the Committee updated with the redesigning of the website.

5. **Discussion: Gene O' Connell Of San Francisco General Hospital**
   - Gene O' Connell and Carlos Filarva of San Francisco General Hospital came to the Member Advisory Committee to talk about the American Disability Act (ADA). Carlos explained that his organization takes ADA requirements very serious. Carlos mentioned that just recently SFGH added accessible restrooms to the hospital.
   - Carlos stated that four years ago the Mayor's Office on Disability to hired some consultants to survey the DPH facilities. The Mayor's Office came up with a list of 19 million dollars of improvements for the facilities. Carlos says to date the DPH may have knock off about two million dollars off that list. Carlos stated that they have a long way to go. Carlos also mentioned that the Mayor's Office budget has been decimated with providing funds to DPH over the years.
   - The Committee had some great questions for Gene and Carlos and thanked them for attending their meeting.

6. **Public Comment**
   - There was no public comment.

7. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

8. **Announcements**
   - There were no announcements.

10. **Adjournment**
    The meeting adjourned at 3pm.

Date Approved: 9/10/04

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
September 7, 2004
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.
SEP - 7 2004
SAN FRANCISCO
PUBLIC LIBRARY

09-07-04P03:38 RCVD

3.65

104

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Cia Byrnes, Provider Relations Director to discuss exemplary doctors in SFHP network
5. Discussion: Prudence Carter, UM Director to discuss how SFHP handles transportation benefits
6. Discussion: John Williams, CEO of St. Luke's Hospital (time sensitive 2pm)
7. Public Comment
8. Calendar Items For Next Meeting
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

• Quality Improvement Committee:	September 22, 2004 (6pm-8pm)
• Member Advisory Committee:	October 1, 2004 (1pm-3pm)
• Finance Committee:	October 27, 2004 (11am-12pm)
• Governing Board:	November 3, 2004 (12pm-2pm)
• Building Committee:	November 3, 2004 (2pm-3pm)

****
The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.
****

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
September 10, 2004
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.
SEP - 9 2004
SAN FRANCISCO
PUBLIC LIBRARY
09-09-04A09:21 RCVD

8.65
10/04

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Cia Byrnes, Provider Relations Director to discuss exemplary doctors in SFHP network
5. Discussion: Prudence Carter, UM Director to discuss how SFHP handles transportation benefits
6. Discussion: John Williams, CEO of St. Luke's Hospital (time sensitive 2pm)
7. Public Comment
8. Calendar Items For Next Meeting
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: September 22, 2004 (6pm-8pm)
- Member Advisory Committee: October 1, 2004 (1pm-3pm)
- Finance Committee: October 27, 2004 (11am-12pm)
- Governing Board: November 3, 2004 (12pm-2pm)
- Building Committee: November 3, 2004 (2pm-3pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

San Francisco
Health Authority

DRAFT
September 10, 2004
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Nadya Bratt, Raquel Cardenas, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Adrian Gaino, Lynn Gavin, Susan Larara, Elexes Mauro, Wendy Vielman, and Maria Luz Torre

Members Absent Excused: Yesenia Fernandez, Willow Lancaster, and Diane Maluia

Members Absent: Marcella Leland

Guests: Kip Edwards and Diane Netherth of St. Luke's Hospital

Staff: Valerie Huggins and Jean Fraser

DOCUMENTS DEPT.

OCT - 4 2004

SAN FRANCISCO
PUBLIC LIBRARY

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of August were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Tracey reported that the Board reviewed Jean Fraser's evaluation. Tracey commended Jean on her great work. Tracey also reported that SFHP's HEDIS scores are up and that there is no new update on the building purchase.
- Maria spoke about the Governor's proposal to restructure Medi-Cal. Maria stated that the Governor has proposed a fundamental and risky restructuring of the State's Medi-Cal program, which provides health coverage to certain families and individuals with low incomes and limited resources. Maria passed out an Executive Summary to the Committee to read.

Q.I./GAR Report-Ed Evans & Lynn Gavin

- Lynn Gavin reported that the Quality Improvement Committee did not meet. The next scheduled meeting is September 22, 2004.

Staff Report-Jean Fraser

- Jean reported that SFHP is targeting a date of January 1, 2005 for the Healthy Kids Extension program to be up and running. In addition, to this Jean mentioned that SFHP will be setting up a sub committee at the Quality Improvement Committee to look specifically at adolescents.
- Jean also reported that SFHP is proposing on allocating funds not to exceed $400K to install the One-E-App. Jean explained that One-E-App is an electronic front ends for people who want to apply for subsidize health insurance primarily for their children.

4. **Discussion: Cia Byrnes, Provider Relations Director**
   - Cia Byrnes spoke to the Committee about recognizing exemplary doctors in SFHP network. The Committee shared what kind of care they have received from their providers. Cia mentioned that UCSF/Mount Zion have an ongoing system that gives you card to evaluate their services.
   - The Committee had many questions. Cia said she will follow up on the Committee questions and get back to them at another meeting. The Committee thanked Cia for attending their Committee meeting.

5. **Discussion: Prudence Carter, UM Director**
   - Prudence Carter discussed how SFHP handles transportation benefits. Prudence explained the options for member transportation and distributed the Medi-Cal Evidence of Coverage to the Committee. Prudence also discussed when the benefit can be access for medical reason only.
   - The Committee thanked Prudence for her helpful information on transportation benefits.

6. **Discussion: Kip Edwards and Diane Netherth of St. Luke's Hospital**
   - Kip Edwards and Diane Netherth of St. Luke's Hospital spoke to the Committee about the American Disability Act and how St. Luke's comply with it. Kip stated that St. Luke's is a financially struggling medical center. Kip says the solution is to rebuild St. Luke's Hospital. Unfortunately, St. Luke's is in a state of losing money; however it has been getting better. Kip also stated that St. Luke's been doing spotting work, such as repairing the front door entrance, and the parking lot. Kip also mentioned that the 4th floor in being renovated to meet today's code.
   - Kip and Diane was able to answer most of the Committees questions. The Committee thanked Kip Edwards and Diane Netherth for taking time out to attend their Committee meeting.

7. **Public Comment**
   - There was no public comment.

8. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

9. **Announcements**
   - There were no announcements.

10. **Adjournment**
    The meeting adjourned at 3pm.

Date Approved: Oct 1, 2004

Maria Luz Toye, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
October 1, 2004
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.
SEP 27 2004
SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Sai-Ling Chan-Sew and Miriam Damon, San Francisco Mental Health (2pm)
5. Public Comment
6. Calendar Items For Next Meeting
7. Announcements
8. Adjournment

Please Note These Upcoming SFHA Meetings:

- Finance Committee: October 27, 2004 (11am-12pm)
- Governing Board: November 3, 2004 (12pm-2pm)
- Building Committee: November 3, 2004 (2pm-3pm)
- Member Advisory Committee: November 5, 2004 (1pm-3pm)
- Quality Improvement Committee: December 1, 2004 (6pm-8pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

San Francisco Health Authority

DOCUMENTS DEPT.

NOV 19 2004

SAN FRANCISCO PUBLIC LIBRARY

DRAFT
October 1, 2004
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Nadya Bratt, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Adrian Gaino, Willow Lancaster, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Lynn Gavin and Yesenia Fernandez

Members Absent: Elexes Mauro, Marcella Leland, Susan Larara Diane Maluia, and Raquel Cardenas

Guests: Sai-Ling Chan-Sew and Miriam Damon of San Francisco Mental Health

8.65

Staff: Valerie Huggins, Jean Fraser, and Rowena Tarantino

1/04

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of August were approved as written.

3. **Committee Reports:**
Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner
- Tracey reported that the Governing Board did not meet. The next scheduled meeting is November 3rd.
- Maria explained that Prop. 63 would raise revenue for mental health programs from incomes over $1 million.
- Maria mentioned that the some members of the MAC will walk the October 16th asthma walk at Golden Gate Park and requested if SFHP could sponsor them.

Q.I./GAR Report-Ed Evans & Lynn Gavin
- Ed reported that the Quality Improvement Committee did meet on September 22nd. Ed asked if anyone have a grievance to let him or Lynn Gavin know so he can bring it up at the Quality Improvement Committee meeting. The next scheduled Quality Improvement Committee is scheduled for December 1, 2004.

Staff Report-Jean Fraser
- Jean mentioned that if any MAC member walks in the Asthma Walk on October 16, 2004 and completes it, SFHP will sponsor $100 for every member who walks. Jean noted member concerns regarding eyeglass replacement for kids and option to

upgrades frames by paying cost difference. Member raised concern about shortage of dentists who accept Medi-Cal, Healthy Families and Healthy Kids.

4. **Discussion: Rowena Tarantino, SFHP's Health Education Manager-Update On Childhood Obesity**
   - Rowena Tarantino updated the Member Advisory Committee on SFHP's efforts to roll out memberships to the Boys and Girls Clubs for all SFHP members through SFHP providers. Rowena explained these memberships would be available to any patient seen by a SFHP doctor.
   - The Committee members shared concerns about "open-door" policy at Boys and Girls Clubs, developmentally appropriate activities and mixing different age groups, and safety issues. They requested information about how to give input into Boys and Girls Club policies. Rowena said she would look into that and report back at a future meeting.

5. **Discussion: Sai-Ling Chan-Sew & Miriam Damon from San Francisco (DPH) Mental Health/SF Community Behavioral Health Services**
   - Sai-Ling Chan-Sew and Miriam Damon introduced themselves to the Committee. Sai-Ling Chan-Sew explained how the SF Community Behavioral Health Services interfaces with SFHP. SF Community Behavioral Services have a contract to provide mental health services to Healthy Families, Healthy Kids, and Medi-Cal members. The Healthy Kids Extension program will also be included once it's up and running.
   - Sai-Ling & Miriam was able to answer most of the Committees questions. The Committee thanked them for attending their meeting.

6. **Public Comment**
   - There was no public comment.

7. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

8. **Announcements**
   - Some members made community event announcements.

10. **Adjournment**
    The meeting adjourned at 3pm.

Date Approved: 11/5/04

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
November 5, 2004
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

NOV - 1 2004

SAN FRANCISCO
PUBLIC LIBRARY

11-01-04A11:15 RCVD

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Vision Service Plan-Dawn Acosta & Kelly Immos (1:30pm)
5. Discussion: Michael van Duren, SFHP's Chief Medical Director-Access To Prenatal Care & Update On HEDIS Projects
6. Public Comment
7. Calendar Items For Next Meeting
8. Announcements
9. Adjournment

Please Note These Upcoming SFHA Meetings:

• Quality Improvement Committee:	December 1, 2004 (6pm-8pm)
• Member Advisory Committee:	December 3, 2004 (1pm-3pm)
• Finance Committee:	January 5, 2005 (11am-12pm)
• Governing Board:	January 5, 2005 (12-2pm)
• Building Committee:	January 5, 2005 (2-3pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

San Francisco Health Authority

DOCUMENTS DEPT.
JAN - 7 2005
SAN FRANCISCO PUBLIC LIBRARY

DRAFT
November 5, 2004
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Nadya Bratt, Raquel Cardenas, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Lynn Gavin, Willow Lancaster, Susan Larara, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Adrian Gaino and Yesenia Fernandez

Members Absent: Elexes Mauro, Marcella Leland, and Diane Maluia

18 65
2
15/04

Guests: Dawn Acosta and Kelly Immos from Vision Service Plan

Staff: Valerie Huggins and Jean Fraser

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of October 1, 2004 were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Governing Board met on Wednesday, November 3rd. Maria shared with the MAC the election results that were relevant to health care in general and to members of the San Francisco Health Plan in particular. Despite projected cuts for SF General Hospital, the enrollment of youth 19-25 years old in the Health Plan will proceed as planned.
- Maria also reported that the Plan is fiscally stable, and that the received some retroactive payments for provider rates. Also, the plan will soon start a strategic planning process and members were told to expect a call from the facilitator – they may be asking MAC members some questions.

Q.I./GAR Report-Ed Evans & Lynn Gavin

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled Quality Improvement Committee meeting is Wednesday, December 1st.

Staff Report-Jean Fraser

- Jean reported that SFHP continues to work on the Healthy Kids Extension Program. Jean also mentioned that Mayor Gavin Newsom approved the 19-24 program and will go forward with it. Jean said the target date is January 2005.

4. **Discussion: Vision Service Plan-Dawn Acosta & Kelly Immos**
   - Dawn Acosta and Kelly Immos from Vision Service Plan attended the Member Advisory Committee meeting to follow up on some concerns the MAC have regarding eyeglass benefits. Dawn and Kelly did a presentation on the benefits that are covered through Vision Service Plan. Some Committee members raised concerns about replacing broke eyeglass frames. Dawn said she would look into this concern and come back with a follow up.

5. **Discussion: Michael van Duren, SFHP's Chief Medical Director-**
   - Michael van Duren announced that he have decided to accept a position with Hill Physicians Medical group as Vice President of Clinical Services.

6. **Public Comment**
   - There was no public comment.

7. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

8. **Announcements**
   - There were no announcements.

9. **Adjournment**
   - The meeting adjourned at 3pm.

Date Approved: 1/7/05

Maria Luz Torre

Maria Luz Tore, Co-Chair

Tracey Faulkner by K Higgins

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
January 7, 2005
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

JAN - 4 2005

SAN FRANCISCO
PUBLIC LIBRARY

01-04-05A10:38 RCVD

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Wrap up on 2004 goals and review drafted 2005 goals
5. Discussion: Robyn Thaw, SFHP's Chief Marketing Officer-Update on the Healthy Kids & Young Adults program
6. Public Comment
7. Calendar Items For Next Meeting
8. Announcements
9. Adjournment

Please Note These Upcoming SFHA Meetings:

• Member Advisory Committee:	February 4, 2005 (1-3pm)
• Finance Committee:	March 2, 2005 (11am-12pm)
• Governing Board:	March 2, 2005 (12pm-2pm)
• Building Committee:	March 2, 2005 (2-2:30pm)
• Quality Improvement Committee:	March 9, 2005 (6-8pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

= San Francisco
= Health Authority

DRAFT
January 7, 2005
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Nadya Bratt, Raquel Cardenas, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Lynn Gavin, Willow Lancaster, Susan Larara, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Yesenia Fernandez, Joanne Alvergue and Diane Maluia

Members Absent: Elexes Mauro and Marcella Leland

Guests: None

DOCUMENTS DEPT.
FEB 8 - 2005
SAN FRANCISCO
PUBLIC LIBRARY

F
18.65
2
1/7/05

Staff: Valerie Huggins, Jean Fraser and Robyn Thaw

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of November 5, 2004 were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Governing Board met on Wednesday, January 5, 2005. Maria mentioned that the Plan gave money for an Access Enhancement projects and some of the grantees were present at the Board meeting and they spoke about the progress of the programs.
- Tracey spoke about the visit form VSP regarding eyeglass frames benefits and very happy with the response from the Board.

Q.I./GAR Report-Ed Evans & Lynn Gavin

- Ed reported that the Quality Improvement Committee met on December 1, 2004. The next scheduled Quality Improvement Committee meeting is Wednesday, March 9, 2005. Ed also mentioned that if anyone has an issue that they want discussed to let him or Lynn Gavin know so they can bring it to the next Quality Improvement Committee.

Staff Report-Jean Fraser

- Jean gave an update on Vision Service Plan (VSP). Jean mentioned that a letter was written to Medi-Cal on the issue of eyeglass benefits. Jean stated that the Plan will follow up with Medi-Cal to try to get them to change the eyeglass allowance.

4. **Discussion: Wrap Up On 2004 Goals and Review Drafted 2005 Goals**
   - Jean wrapped up the 2004 Committee goals. There are still a few goals that are pending but will be completed in 2005. Jean also facilititated the discussion of the Committee's draft 2005 goals and will finalize the goals at the February Committee meeting.

5. **Discussion: Robyn Thaw, SFHP's Chief Marketing Officer-Update On The Healthy Kids & Young Adults Program.**
   - Robyn Thaw gave a presentation on the Healthy Kids & Young Adults program. Robyn mentioned that the Plan got state approval and now coverage goes to age 24.
   - Robyn did a power point presentation on the program (see attached).

6. **Public Comment**
   - There was no public comment.

7. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

8. **Announcements**
   - There were no announcements.

9. **Adjournment**
   - The meeting adjourned at 3pm.

Date Approved: 2/4/05

Maria Luz Tore

Maria Luz Tore, Co-Chair

Tracey Faulkner

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
February 4, 2005
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.
FEB - 1 2005
SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Theresa Feeley, SF Works-Earned Income Tax Credit
5. Discussion: Brenda Yee-Chinese Hospital (time sensitive 2pm)
6. Discussion: Follow-Up On VSP & 2005 Drafted Goals
7. Public Comment
8. Calendar Items For Next Meeting
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: March 9, 2005 (6pm-8pm)
- Member Advisory Committee: April 1, 2005 (1pm-3pm)
- Finance Committee: May 4, 2005 (11am-12pm)
- Governing Board: May 4, 2005 (12pm-2pm)
- Building Committee: May 4, 2005 (2pm-2:30pm)

****
The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.
****

DOCUMENTS DEPT.
MAR - 7 2005
SAN FRANCISCO
PUBLIC LIBRARY

San Francisco Health Authority

February 4, 2005
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Nadya Bratt, Raquel Cardenas, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Lynn Gavin, Willow Lancaster, Diane Maluia, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Yesenia Fernandez

Members Absent: Elexes Mauro, Adrian Gaino, Susan Larara and Marcella Leland

18.65
2
14/05

Guests: Marianne Harvey, Kim Kruckel, Legal Aid Society, Theresa Feeley, SF Works, Elenda Tinloy & Dolores Ong, Chinese Hospital

Staff: Valerie Huggins, Jean Fraser

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of January 7, 2005 were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Governing Board did not meet. The next scheduled meeting is Mar 2, 2005.
- Maria invited Kim Kruckel from Employment Law Center to come speak to the Committee about Paid Family Leave (PFL). Kim Kruckel mentioned that California is the first state to implement a new law called PFL. Kim stated that this law compensates workers who must take time off work to care for a serious ill family member or to bond with a new baby, foster or adopted child. People can receive up to six weeks each year in paid family leave benefits. Kim passed out brochures on this law and asked the Committee if they could spread the word.

Q.I./GAR Report-Ed Evans & Lynn Gavin

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting is March 2nd.

Staff Report-Jean Fraser

- Jean gave an update on the Access Enhancement Fund that was presented at the January Governing Board meeting. Jean also gave an update on the Vision Service Plan eyeglass benefit issue; in addition to this a response letter was written from

Medi-Cal indicating that they're looking into this issue further and will keep the health plan posted on the outcome.

- Jean reviewed the drafted 2005 goals with the Committee. Due to time restraint the Committee was unable to finish finalizing the drafted goals. These goals will be reviewed and discussed at the April meeting.

4. **Discussion: Theresa Feeley, SF Works-Earned Income Tax Credit**
   - Theresa Feeley of SF Works. SF Works is an organization that runs job training programs. Theresa spoke the Family Earned Income Tax Credit. The Mayor and the Treasurer of San Francisco have created the Working Families Credit which is a local version of the Earned Income Tax Credit.
   - Theresa passed out brochures and answered most of the Committees questions. The Committee thanked Theresa for attending their meeting.

5. **Discussion: Dolores Ong & Elena Tinloy, Chinese Hospital**
   - Dolores Ong and Elena Tinloy from Chinese Hospital presented a power point presentation on how Chinese Hospital complies with the American Disability Act. (See attached)
   - Dolores and Elena answered most of the Committees. The Committee thanked Chinese Hospital for attending their meeting.

6. **Public Comment**
   - There was no public comment.

7. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

8. **Announcements**
   - There was no announcements.

9. **Adjournment**
   - The meeting adjourned at 3pm.

Date Approved: March 4, 05

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 235

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
March 4, 2005
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

FEB 28 2005

SAN FRANCISCO
PUBLIC LIBRARY

02-23-05P12:58 RCVD

18 65
1
4/05

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Sue Wallderon, DentiCal (time sensitive 1:30pm)
5. Discussion: Mary Gregorio, Santa Clara Family Health Plan (time sensitive 2pm)
6. Discussion: Troy Lam & Veronica Corral, Alameda Alliance for Health (time sensitive 2:30pm)
7. Public Comment
8. Calendar Items For Next Meeting
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: March 9, 2005 (6pm-8pm)
- Member Advisory Committee April 1, 2005 (1-3pm)
- Finance Committee: May 4, 2005 (11am-12pm)
- Governing Board: May 4, 2005 (12pm-2pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

San Francisco Health Authority

DOCUMENTS DEPT.
APR - 7 2005
SAN FRANCISCO PUBLIC LIBRARY

DRAFT
March 4, 2005
Member Advisory Committee
Revised Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Nadya Bratt, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Adrian Gaino, Willow Lancaster, Susan Larara, Diane Maluia, Elexes Mauro, and Maria Luz Torre

Members Absent Excused: Yesenia Fernandez and Lynn Gavin

Members Absent: Marcella Leland and Wendy Vielman

Guests: Sue Wallderon-Dent-Cal, Mary Gregorio-Santa Clara Family Health Plan, and Veronica Corral & Martha Ramirez-Alameda Alliance for Health

8.65
4/05

Staff: Valerie Huggins and Jean Fraser

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of February 4, 2005 were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Governing Board met on Wednesday, March 2, 2005. The board discussed the Joint Power Agreement (JPA). The JPA is necessary to create a separate legal entity to void the negative effects of the Medi-Cal Quality Improvement Fee.
- Maria announced Asthma Relief for Kids Team of Parent Voices successfully worked to have the school board pass a resolution for cleaner buses.

Quality Improvement Report-Ed Evans & Lynn Gavin

- Ed reported that the Quality Improvement Committee did meet. Ed mentioned that the Committee discussed doctor visits and how the Plan can improve the Well Adolescent Incentive program. The next scheduled meeting is June 8, 2005.

Staff Report-Jean Fraser

- Due to time constraint Jean Fraser was unable to do a staff report.

4. **Discussion: Sue Wallderon, Denti-Cal**

- Sue Wallderon spoke to the Committee about Denti-Cal benefits and services. The Committee raised concerns about sports devices for children that play sports. Sue said she will find out and report back to the Committee. Sue answered most of the Committee's questions. The Committee thanked Sue and would like her to come back with a list of dentists in the San Francisco area.

5. **Discussion: Mary Gregorio, Santa Clara Family Health Plan**
   - Mary Gregorio, Chair of the Santa Clara Family Health Plan Advocate Committee spoke a little about the health plan and the Advocate Committee. Mary says the Plan has 100 thousand members. Mary also mentioned that Santa Clara Family Health Plan was the first to start the Healthy Kids program which was lead by CEO, Leona Butler. The Member Advisory Committee (MAC) shared with Mary some of the things that SFHP is doing for their members. Mary answered most of the MAC questions. The Committee thanked Mary for attending their meeting.

6. **Discussion: Veronica Corral, Alameda Alliance for Health**
   - Veronica Corral, Member Service Manager and Martha Ramirez from Alameda Alliance for Health spoke about their Member Committee. Their Member Committee consists of 12 members and hold monthly meetings in the mornings. Veronica stated that one of the things the Committee is working on is a health journal. The Member Advisory Committee shared some of the things that their Committee is doing and also how the health plan goes the extra mild for their members. The Committee thanked Veronica and Martha for attending their meeting.

7. **Public Comment**
   - There was no public comment.

8. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

9. **Announcements**
   - There were no announcements.

9. **Adjournment**
   - The meeting adjourned at 3pm.

Date Approved: 4-1-05

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
April 1, 2005
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

MAR 28 2005

SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Review of 2005 drafted goals
5. Public Comment
6. Calendar Items For Next Meeting
7. Announcements
8. Adjournment

Please Note These Upcoming SFHA Meetings:

- Finance Committee: May 4, 2005 (11am-12pm)
- Governing Board: May 4, 2005 (12pm-2pm)
- Member Advisory Committee: May 6, 2005 (1-3pm)
- Quality Improvement Committee: June 8, 2005 (6:15pm-8pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

San Francisco Health Authority

DOCUMENTS DEPT.
MAY - 9 2005
SAN FRANCISCO PUBLIC LIBRARY

DRAFT
April 1, 2005
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Nadya Bratt, Raquel Cardenas, Ed Evans, Elia Fernandez, Adrian Gaino, Lynn Gavin, Diane Maluia, and Maria Luz Torre

Members Absent Excused: Yesenia Fernandez, Willow Lancaster, Wendy Vielman, and Tracey Faulkner

Members Absent: Elexes Mauro, Sandra Estrada, Susan Larara, and Marcella Leland,

Guests: Ariel & Jasmine Alvergue

Staff: Valerie Huggins and Jean Fraser

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:15pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of February 4, 2005 were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported the Governing Board has no scheduled meeting this month. The next scheduled meeting is May 4, 2005.
- Maria gave an update on the state and federal budget proposals and its impact on local health services. Federal funds for several mandatory programs in California would be reduced substantially under the House budget resolution. Total funding for a range of programs that assist California's low-income children and families, seniors, and people with disabilities could be cut by $4.2 billion to $4.9 billion between FFY 2006 and FFY 2010.

Quality Improvement Report-Ed Evans & Lynn Gavin

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting is June 8, 2005. Ed also mentioned if you have any concerns you want to discuss to let him or Lynn Gavin know.

Staff Report-Jean Fraser

- Jean discussed the Advanced Health Care Directive Information form. National attention to the Terry Schiavo case has dramatically increased public awareness of the

need for Advance Health Care Directives (AHCD). At the core of the dispute among Ms. Schiavo's family members have been conflicting interpretations of her health care wishes, which might have been avoided had there been written documentation of her preferences. Advance Health Care Directives permit individuals to make their wishes known, or to designate a health care agent to speak for them, should they become unable to communicate.

- Jean mentioned that SFHP give out a brochure and the Medical Directive form to its members. Jean strongly encourages the Member Advisory Committee to fill out these forms and put them in their medical files.

4. **Discussion: Review of 2005 Drafted Goals**
   - Maria reviewed the drafted proposed goals with the Committee and narrow them down to only ten goals for 2005. Jean will present the Committee goals at the May 4th Governing Board meeting for final approval.

5. **Public Comment**
   - There was no public comment.

6. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

7. **Announcements**
   - There were no announcements.

8. **Adjournment**
   - The meeting adjourned at 2:45pm.

Date Approved: _____

_____
Maria Luz Tore, Co-Chair

_____
Tracey Faulkner, Co-Chair

San Francisco
Health Authority

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
May 6, 2005
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.
MAY - 3 2005
SAN FRANCISCO
PUBLIC LIBRARY
05-03-05A11:35 RCVD

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Maria Luz Torre-Updates
5. Discussion: Robyn Thaw, SFHP Marketing Director-New Welcome Guide
5. Public Comment
6. Calendar Items For Next Meeting
7. Announcements
8. Adjournment

Please Note These Upcoming SFHA Meetings:

- Member Advisory Committee: June 3, 2005 (1-3pm)
- Quality Improvement Committee: June 8, 2005 (6:15pm-8pm)
- Finance Committee: June 22, 2005 (11am-12pm)
- Governing Board: June 22, 2005 (12pm-2:30pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

San Francisco Health Authority

DOCUMENTS DEPT.
JUN - 9 2005
SAN FRANCISCO PUBLIC LIBRARY

DRAFT
May 6, 2005
Member Advisory Committee
Meeting Minutes

Members Present: Joanne Alvergue, Nadya Bratt, Raquel Cardenas, Ed Evans, Elia Fernandez, Tracey Faulkner, Adrian Gaino, Lynn Gavin, Diane Maluia, Elexes Mauro, Maria Luz Torre, and Willow Lancaster

Members Absent Excused: Yesenia Fernandez and Blesilda Almacen

Members Absent: Sandra Estrada, Susan Larara, Marcella Leland, and Wendy Velman

Guests: Marianne Harvey, Glareme Toyia and Rosa Lima

18.65
2
16/05

Staff: Valerie Huggins, Ellen Kaiser, and Robyn Thaw

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of April 1, 2005 were approved as written.

3. **Committee Reports:**
Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner
- Tracey reported that the Board met on Wednesday, May 4, 2005. The Plan will be moving to 201 Third Street in late August early September. The Plan has created a separate public entity, the San Francisco Community Health Authority, which will enroll non-Medi-Cal lines of business. Tracey also reported that the Governing Board approved the Member Advisory Committee goals for 2005.
- Maria reported that in April, she testified at State Budget Hearings for an Assembly Bill and a Senate Bill – one to reinstate reimbursement to CAA's and another bill to mandate employers to inform employees of their children's eligibility to Healthy Families. They are both held in suspense like most appropriations bill. She also reported that more than 700 parents, children and supporters participated in the Stand for Children Rally at the State Capitol on May 4. This was a legislative advocacy day highlighting needs of low-income working families and young children (including child care and healthcare). Some members of the MAC attended.

Quality Improvement Report-Ed Evans & Lynn Gavin
- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting is June 8, 2005. Ed also mentioned if you have any concerns you want to discuss to let him or Lynn Gavin know.

Staff Report-Ellen Kaiser

- Ellen reported that the Plan reached its 50,000 members this week. SFHP will host a party for city wide nurses-National Nurses Week here at the Plan. Ellen also mention the Plan's HEDIS measures, and that the Plan's goal is to make sure that our Medi-Cal rates is higher than Blue Cross.

4. **Discussion: Updates-Maria Luz Torre**
   - Maria gave an update on State budget. Maria stated that the Governor plans to impose on premiums on more than half a million medical beneficiaries. Dental plans for the elderly are being capped.

5. **Discussion: New Welcome Guide-Robyn Thaw, SFHP Marketing Director**
   - Robyn Thaw presented the Committee with a draft welcome guide and reviewed it with them. Robyn asked for feedback and suggestions on how to improve the welcome guide.
   - The Committee had some great feedback. Robyn thanked the Committee and said she would come back with a final welcome guide for the Committee to review.

6. **Prospect Members**
   - There was one prospective member, Rosa Lima in the audience. Rosa nomination will be forwarded to the Governing Board for final approval.

7. **Public Comment**
   - There was no public comment.

8. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

9. **Announcements**
   - Joanne announced that there will be a Spring Family Festival at the Asian Art Museum on May 8, 2005 at 10:30am, kids under 12 gets in free.

10. **Adjournment**
    - The meeting adjourned at 3pm

Date Approved: 6/3/05

Maria Luz Torre, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
June 3, 2005
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

MAY 3 1 2005

SAN FRANCISCO
PUBLIC LIBRARY

05-31-05P03:49 RCVD

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Marisa Cheung From The Food Nutrient Service To Discuss Good Nutrition.
5. Public Comment
6. Calendar Items For Next Meeting
7. Prospective Members
8. Announcements
9. Adjournment

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: June 8, 2005 (6:15pm-8pm)
- Finance Committee: June 22, 2005 (11am-12pm)
- Governing Board: June 22, 2005 (12pm-2:30pm)
- Member Advisory Committee: August 5, 2005 (1pm-3pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

= San Francisco
= Health Authority

DOCUMENTS DEPT.
AUG 11 2005
SAN FRANCISCO
PUBLIC LIBRARY

DRAFT
June 3, 2005
≡ Member Advisory Committee
≡ Meeting Minutes

F
418.65
2
6/3/05

Members Present: Joanne Alvergue, Nadya Bratt, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Lynn Gavin, Willow Lancaster, Diane Maluia, and Maria Luz Torre

Members Absent Excused: Yesenia Fernandez and Blesilda Almacen

Members Absent: Elexes Mauro, Susan Larara, Wendy Vielman, Raquel Cardenas, Adrian Gaino and Marcella Leland,

Guests: Marina Levy, Student Nutrition Services & Marisa Cheung & Julie Yee of USDA

Staff: Valerie Huggins and Jean Fraser

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:20pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of May 6, 2005 were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Board did not meet. The next scheduled meeting is June 22nd.

Quality Improvement Report-Ed Evans & Lynn Gavin

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting June 8, 2005

Staff Report-Jean Fraser

- Jean reported that the Plan will be going to the Health Commission on June 21st to propose a change in the cost of the Healthy Kids & Young Adults (HKYA) increase. There is going to be a change by the State in the cost of the Healthy Families program.
- Jean asked the Committee if they would like to come with any comments they are welcome to do so. The meeting is at 3pm on June 21st at the Health Commissions office located at 101 Grove Street, 3rd floor.

4. **Discussion: Marina Levy, Student Nutrition Services**
   - Marina Levy attended the Committee's meeting to discuss good nutrition in school lunches. Marina explained that the Student Nutrition Services program is different this year than previous years. This year the program is using a new packaging distributor. These meals are lower in fat and have had tremendous impact on students. The students certainly like the food better.
   - Marina answered most of the Committee's questions. She showed some flyers with SFHP logo to show the collaboration between the plan and her department. She mentioned that most of the students are Asian, and so more rice and Asian food are served now. She also noted that sodas in vending machines were eliminated. Some members suggested using family recipes to improve food flavor but she said they have to follow strict USDA guidelines. The Committee thanked Marina for attending there meeting.

5. **Discussion: Marisa Cheung & Julie Yee, USDA**
   - Marisa Cheung and Julie Yee from the United States Department of Agriculture (USDA) attended the Member Advisory Committee meeting to discuss nutrition in schools. Marissa stated that the USDA offers teen nutrition grants every year throughout the State. Marissa also mentioned the food stamp nutrition education program; the California Nutrition Network. This program is a resource that promotes good nutrition at many levels.
   - Julie Yee presented a power point presentation to the Committee on the food guide pyramid which is updated every five years. The USDA changed the old pyramid around and rearranged with some new components and came up with a new pyramid called "My Pyramid". Julie explained the new pyramid focuses on balancing what you're eating and physical activity. She also showed the Committee how they could do their own food pyramid guide online.
   - Marisa and Julie distributed handouts to the Committee and answered most of the Committee's questions.
   - The Committee thanked Marisa and Julie for attending there meeting.

6. **Public Comment**
   - There was no public comment.

7. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

8. **Prospective Members**
   - The Committee unanimously nominated Rose Lima as a prospective member to the Committee. Rosa's nomination will be forwarded to the Governing Board on June 22nd for final approval to the Committee.

9. **Announcements**

- Lynn Gavin announced her resignation from the Member Advisory and Quality Improvement Committees. The Committee thanked Lynn for her participation on the Member Advisory Committee and wished her the best of luck on her future endeavors. Also, since Lynn will be resigning from the Quality Improvement Committee, the MAC has to nominate someone to fill that vacant seat.
- The Committee opens nominations. The nominees are Elia Fernandez, Diane Maluia, and Sandra Estrada. The Committee voted on Diane Maluia. Diane's nomination will be forwarded to the Governing Board on June 22nd for final approval.

10. Adjournment

- The meeting adjourned at 3:20 p.m.

Date Approved: 8/5/05

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
August 5, 2005
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
4th Floor Conference Room

DOCUMENTS DEPT.

JUL 27 2005

SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Lynn Gavin
   3. Staff Report: Jean Fraser
4. Discussion: Janet Shalwitz, Adolescent Health Working Group re Child Health Issues
5. Public Comment
6. Calendar Items for Next Meeting
7. Prospective Members
8. Announcements
9. Adjournment

Please Note These Upcoming SFHA Meetings:

- Finance Committee: September 7, 2005
- Governing Board: September 7, 2005
- Quality Improvement Committee: September 7, 2005
- Member Advisory Committee: September 9, 2005

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

San Francisco Health Authority

DOCUMENTS DEPT.

SEP 13 2005

SAN FRANCISCO PUBLIC LIBRARY

DRAFT
August 5, 2005
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Nadya Bratt, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, and Willow Lancaster,

Members Absent Excused: Yesenia Fernandez

Members Absent: Elexes Mauro, Susan Larara, Wendy Vielman, Raquel Cardenas, Adrian Gaino and Marcella Leland, Rosa Lima, and Maria Luz Torre

Guests: Janet Shalwitz, MD, Adolescent Health Working Group

8.65

5/05

Staff: Valerie Huggins, Jean Fraser, and Dori Lange

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of June 3, 2005 were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Tracey reported that the Governing Board met on June 22nd. The Board approved Rosa Lima's nomination to the Member Advisory Committee and Diana Maluia's nomination to the Quality Improvement Committee. The next schedule Board meeting is September 7, 2005.

Quality Improvement Report-Ed Evans

- Ed reported that the Quality Improvement Committee met on June 8th. The Committee discussed the approved medications that will appear on the formulary after January 1, 2006. Ed asked the Committee to let him know if they are having any problems with getting their medications and he will bring it up at the next scheduled Quality Improvement Committee meeting.

Staff Report-Jean Fraser

- Jean reported that the Plan was approached by the Disability Rights & Education Defense Fund (DREDF). They are interested in working with a health plan to become a model plan for people with physical disabilities. Jean will meet with DREDF in the next few weeks. Jean also gave an update on the Healthy Kids

program regarding the small increase in the premium which should not happen until January 1, 2006.

- Jean announced the Plan's new Medical Director, Swati Awsare who will start on September 1st.

4. **Discussion: Janet Shalwitz, MD-Child Health Care Issues**
   - Janet Shalwitz attended the Committee's meeting to discuss adolescent health care issues. Janet led a discussion on the leading causes of Adolescent deaths and hospitalizations. The Committee had many questions and Janet was able to answer most of them. The Committee thanked Janet Shalwitz for attending their meeting.

5. **Discussion: Dori Lange, Quality Improvement Manager**
   - Dori Lange reported that SFHP is thrilled to have improved our performances compared to last year and to have a comfortable margin over Blue Cross on most of the measures we reported. SFHP is mostly proud of the increase we saw in our well adolescent rate from 38.4% to 45.1%, a 17.4% increase. SFHP worked very hard to improve our performance on that measure. Efforts to improve the rates we will report next year are underway. SFHP is launching a "Well Adolescent Summer Campaign," working with providers and schools to encourage teens to get their well checks over the summer. Also, SFHP is piloting a member incentive for completing all immunizations on time, while reconsidering whether our provider incentives for immunizations are effective.

6. **Public Comment**
   - There was no public comment.

7. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

8. **Prospective Members**
   - There were no prospective members present.

9. **Announcements**
   - There was no announcements

10. **Adjournment**
    - The meeting adjourned at 3:00 p.m.

Date Approved: Sept 9, 2005

Maria Luz Tore

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
September 9, 2005
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
4th Floor Conference Room

DOCUMENTS DEPT.
SEP - 6 2005
SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Diane Maluia
   3. Staff Report: Jean Fraser, CEO
4. Discussion: Bob Menezes, Communications Manager to discuss Denti-Cal and other related activities
5. Public Comment
6. Calendar Items for Next Meeting
7. Prospective Members
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- Finance Committee: October 26, 2005 (11am-12pm)
- Governing Board: November 2, 2005 (12pm-2pm)
- Member Advisory Committee: November 4, 2005 (1pm-3pm)
- Quality Improvement Committee: December 7, 2005 (6pm-8pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

San Francisco Health Authority

DOCUMENTS DEPT.
OCT 12 2005
SAN FRANCISCO PUBLIC LIBRARY

DRAFT
September 9, 2005
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Raquel Cardenas, Ed Evans, Elia Fernandez, Diane Maluia, Maria Luz Torre, Willow Lancaster, and Wendy Vielman

Members Absent Excused: Yesenia Fernandez, Tracey Faulkner, Rosa Luna

Members Absent: Sandra Estrada, Elexes Mauro, Adrian Gaino, Nadya Bratt, ~~and Rosa Luna~~

Guests: None

Staff: Valerie Huggins, Jean Fraser, Swati Awsare, MD, and Bob Menezes

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of August 5, 2005 were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Governing Board did not meet. The next scheduled meeting is November 2nd.
- Maria announced that on September 8th and 9th is the days to call in to stop Federal Budget cuts to the hungry and uninsured.

Quality Improvement Report-Ed Evans

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting is December 7th.

Staff Report-Jean Fraser

- Jean reported on the State level that the recommendation of the Schwarzenegger Administration to have people with disabilities and the elderly to move to Managed Care has been delayed until November or December.
- Jean mentions that the Medicare program is going to start covering drugs as of Jan 1, 2006 and asked the Committee if they would like more information on this issue. The Committee would like a presentation on this issue.

4. **Discussion: Bob Menezes, SFHP's Director of Marketing &Community Relations to discuss Denti-Cal**

- Bob Menezes spoke to the Committee about doing inserts in the Medi-Cal Annual mailing for Medi-Cal members to get dental care. The Committee like it since it satisfied one of their goals for the year. Bob also mentioned the delay in creating the health insurance business card due to the Plan's move and the new address, but it will be done by the end of the year.

5. **Public Comment**
   - There was no public comment.

6. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

7. **Prospective Members**
   - There were no prospective members present. Valerie Huggins introduced the SFHP's new Medical Director, Swati Awsare to the Committee.

8. **Announcements**
   - There was no announcements

9. **Adjournment**
   - The meeting adjourned at 2:30 p.m.

Date Approved: Oct 7, 2005

Maria Luz Toré, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
October 7, 2005
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
4th Floor Conference Room

DOCUMENTS DEPT.
OCT - 3 2005
SAN FRANCISCO
PUBLIC LIBRARY
10-03-05P04:21 RCVD

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Diane Maluia
   3. Staff Report: Jean Fraser, CEO
4. Discussion: Betsy Price, SFHP's Clinical Program Manager & Aliya Karmali,, SFHP's Provider Relations Coordinator to get input on a flyer to adolescents re their annual visits
5. Public Comment
6. Calendar Items for Next Meeting
7. Prospective Members
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- Finance Committee: October 26, 2005 (11am-12pm)
- Governing Board: November 2, 2005 (12pm-2pm)
- Member Advisory Committee: November 4, 2005 (1pm-3pm)
- Quality Improvement Committee: December 7, 2005 (6pm-8pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

****

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
November 4, 2005
1:00 P.M – 3:00 P.M
201 Third Street, 7th Floor
San Francisco, CA 94103

DOCUMENTS DEPT.
OCT 31 2005
SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Diane Maluia
   3. Staff Report: Jean Fraser, CEO
4. Discussion: Annual Election of Chairs of the Committee
5. Discussion: Goals of 2006
6. Public Comment
7. Calendar Items for Next Meeting
8. Prospective Members
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- Member Advisory Committee: December 2, 2005 (1pm-3pm)
- Quality Improvement Committee: December 7, 2005 (6pm-8pm)
- Finance Committee: January 4, 2006 (11am-12pm)
- Governing Board: January 4, 2006 (12pm-2pm)

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

U:\VALERIE\MAC\maillabels\2005\MAC agenda-nov 4 05.doc

San Francisco Health Authority

DOCUMENTS DEPT.
JAN 10 2006
SAN FRANCISCO PUBLIC LIBRARY

DRAFT
November 4, 2005
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Ed Evans, Elia Fernandez, Yesenia Fernandez, Tracey Faulkner, Diane Maluia, Elexes Mauro, and Maria Luz Torre

Members Absent Excused: Willow Lancaster

Members Absent: Sandra Estrada, Wendy Vielman, Adrian Gaino, Raquel Cardenas, and Rosa Lima

Guests: None

Staff: Valerie Huggins and Jean Fraser

SF H18.65 #2 11/4/05

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of October 7, 2005 were approved with one amendment-Tracey Faulkner's absence was excused.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria reported that the Board did meet on Wednesday, November 2nd. The Board had a tour of the new office led by Park Allen, HR Director. Also, at the Board meeting, a presentation was done on providing insurance to taxi drivers.

Quality Improvement Report-Ed Evans

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting is December 7th.

Staff Report-Jean Fraser

- Jean reported that the Plan is now in the new building. Also Jean reminded everyone to vote next Tuesday.
- Jean explained that San Francisco Health Plan is requesting the Board's advice on how to proceed based on the Plan's initial findings related to a subsidized health insurance program for San Francisco taxi drivers. The Plan provided the estimated cost of the program generated by the actuary to the Plan's consultant; Rhonda Evans, Ph.D. Dr. Evans developed various options for financing the cost of coverage.

4. **Discussion: Annual Election of Co-Chair of the Committee**

- Tracey Faulkner's term has expired. The Member Advisory Committee nominated Tracy for another term. Tracey's nomination will be presented at the next scheduled Governing Board for final approval.

5. **Discussion: Goals for 2006**
   - The Committee drafted up some goals for 2006 which will be discussed and finalized at the next scheduled Member Advisory Committee meeting.

6. **Public Comment**
   - There was no public comment.

7. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

8. **Prospective Members**
   - There were no prospective members present.

9. **Adjournment**
   - The meeting adjourned at 3pm.

Date Approved: 1/6/06

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

San Francisco Health ...

DOCUMENTS DEPT.

MAR - 7 2006

SAN FRANCISCO PUBLIC LIBRARY

DRAFT
February 3, 2006
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Yesenia Fernandez, Rosa Lima, Willow Lancaster, Diane Maluia, Maria Luz Torre, and Wendy Vielman

Members Absent Excused: None

Members Absent: Adrian Gaino

Guests: Maria del Carmen Garcia and Leigh Phillips

Staff: Valerie Huggins, Jean Fraser, and Bob Menezes

F
18.65
2
3/3/06

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of January 6, 2006 were approved as written.

3. **Committee Reports:**
Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner
- Maria reported that the Board did not meet. The next scheduled meeting is March 1, 2006.
- Maria mentioned that Congress voted to pass a 60 billon dollar budget cuts from social services including healthcare while approving a 70 billion tax cuts for the upper 2% of the income bracket. She also mentioned that Supervisor Ammiano held a Press Conference on universal health access proposal.

Quality Improvement Report-Ed Evans:
- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting is March 22, 2006.

Staff Report-Jean Fraser
- Jean reported on the Mayor's proposal re universal health access. Jean explained that universal health access is not health insurance. Enrollees would receive a defined list of benefits such as screening, physicals, checkups, etc at public and private health clinics around the City. All uninsured San Franciscans, possibly with an income limitation qualify. Jean stated that the cost of the program is yet to be determined.

4. **Discussion: Feedback on Marketing Campaign Concepts: Bob Menezes, SFHP's Director of Marketing & Communications**
- Bob attended the meeting to get some feedback on a marketing research for an upcoming San Francisco Health Plan advertising campaign scheduled for release in Spring 2006. The Committee had some great suggestions. Bob said he will keep the Committee posted on the ad.

5. **Discussion: Member Newsletter & Health Education Classes: Betsy Price, Clinical Program Mgr**

- Betsy gave updates on the iPod raffle which is extended through 1/31/06; drawing for SFHP three winners will be on 2/14/06;
- Well Adolescent Provider incentive changed to be effective any time provider / clinic decides works best for them; lists going out in February.
- Posters encouraging adolescents to make a well check appointment with their doctor this summer - distributing in April (multiple copies of 3 designs to be distributed to all the middle and high schools).
- Mailing a flyer to all 12-21 year old SFHP members with same message as above in April

  Requested input on best way to focus an STD article for our member newsletter in light of increasing gonorrhea rates in the Bayview / Excelsior districts and SFHP measures Chlamydia screening rates for women 16 thru 25 years of age. SFHP would like to be the #1 Plan in having the highest screening rates in the state.
- The Committee had some great suggestions for Betsy on the above. Betsy thanked the Committee for their time and will keep them posted on the above.

6. **Discussion: Leigh Phillips from the Office of Treasurer & Tax Collector to discuss Earned Income Credit**
   - Leigh Phillips from the Office of Treasurer & Tax Collector attended the Member Advisory Committee meeting to discus Earned Income and Family Tax Credit. Leigh explained the different qualifications for both credits and how you would qualify. Leigh passed out applications to the Committee for them to use or pass out to friends.
   - The Committee thanked Leigh for her helpful information.

7. **Public Comment**
   - There was no public comment.

8. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

9. **Prospective Members**
   - The Committee voted on Maria del Carmen Garcia a new member to the Committee. Maria's nomination to the Committee will go to the Governing Board for final approval on March 1, 2006.

10. **Announcements**
    - Maria announced that Parent Voices will host a Knowledge is Power training in San Leandro on Saturday, February 4th at 9am.

11. **Adjournment**
    - The meeting adjourned at 2:45pm.

Date Approved: March 2, 2006

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 244-5480

Meeting Agenda
March 3, 2006
1:00 P.M – 3:00 P.M
201 Third Street, 7th Floor
San Francisco, CA 94103

DOCUMENTS DEPT.

FEB 28 2006

SAN FRANCISCO
PUBLIC LIBRARY

18.65
1
3/06

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Diane Maluia
   3. Staff Report: Jean Fraser, CEO
4. Public Comment
5. Calendar Items for Next Meeting
6. Prospective Members
7. Announcements
8. Adjournment

02-23-07P01:27 RCVD

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: March 22, 2006 (8am-9am)
- Member Advisory Committee: April 1, 2006 (1pm-3pm)
- Finance Committee: April 27, 2006 (11am 12pm)
- Governing Board: May 3, 2006 (12pm-2pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

DRAFT
March 3, 2006
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Yesenia Fernandez, Rosa Lima,, Diane Maluia, Maria Luz Torre, Maria del Carmen Garcia

Members Absent Excused:

Members Absent: Adrian Gaino, Raquel Cardenas, Willow Lancaster, and Wendy Vielman

Guests: Alma Castillo

Staff: Valerie Huggins

8.65
3/06
aft

DOCUMENTS DEPT.
APR 10 2006
SAN FRANCISCO
PUBLIC LIBRARY

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of February 3, 2006 were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Maria and Tracey reported that the Governing Board met this week. Maria del Carmen Garcia's nomination to the Member Advisory committee was approved by the Board.
- Maria and Tracey also reported that Jean updated the Board on the Plan's work on our first two strategic priorities and asked for direction on the following questions. First, should the Plan pursue enrollment of seniors and people with disabilities into managed care? Second, given that there are potential opportunities for SFHP to serve more people in the next few years through enrollment of Medi-Cal SPDs, coverage of taxi drivers, and/or a local universal access program, should the plan develop operational capabilities even before we are certain of the outcome of those policy debates. Jean asked the Board for feedback on the plan's desire to plan now, and budget in 2006/2007 and beyond, for significant expansion.
- The Board approved the Member Advisory Committee's goals for 2006.
- MAC members discussed committee goals and personal goals which they will revisit at the end of the year. There was some interest about inviting a speaker on Indoor Air Quality or Environmental Health of Children.

Quality Improvement Report-Ed Evans:

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting is March 22, 2006.

Staff Report-Jean Fraser

- There was no staff present to report at this meeting.

4. **Public Comment**

- There was no public comment.

5. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

6. **Prospective Members**
   - The Committee voted on Alma Castillo's as a new member to the Committee. Ana's nomination to the Committee will go to the Governing Board for final approval on May 3rd.

7. **Announcements**
   - There were no announcements.

8. **Adjournment**
   - The meeting adjourned at 2:15pm.

Date Approved: 4/7/06

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 244-5480

Meeting Agenda
April 7, 2006
1:00 P.M – 3:00 P.M
201 Third Street, 7th Floor
San Francisco, CA 94103

DOCUMENTS DEPT.

APR - 4 2006

SAN FRANCISCO
PUBLIC LIBRARY

8.65
1
7/06

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Diane Maluia
   3. Staff Report: Ellen Kaiser, Director of Planning & Evaluation Services

04-04-07P01:53 RCVD

4. Discussion: Arturo Cosenza, San Francisco Department of Elections re New Procedures for Elections
5. Public Comment
6. Calendar Items for Next Meeting
7. Prospective Members
8. Announcements
9. Adjournment

Please Note These Upcoming SFHA Meetings:

- Finance Committee: April 27, 2006 (11am 12pm)
- Governing Board: May 3, 2006 (12pm-2pm)
- Member Advisory May 5, 2006 (1pm-3pm)
- Quality Improvement Committee: June 28, 2006 (8am-9am)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

DOCUMENTS DEPT.

MAY 15 2006

SAN FRANCISCO
PUBLIC LIBRARY

DRAFT
April 7, 2006
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Raquel Cardenas, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Yesenia Fernandez, Rosa Lima, Diane Maluia, Maria Luz Torre, Maria del Carmen Garcia, and Wendy Vielman

Members Absent Excused: Willow Lancaster

Members Absent: None

Guests: Alma Castillo, Lynn Gavin, Xue Qun Chen, Grace Chen, and Arturo Cosenza

Staff: Valerie Huggins and Ellen Kaiser

F
18.65
2
17.06
draft

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of March 3, 2006 were approved as written.

3. **Committee Reports:**
Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner
- Maria and Tracey reported that the Governing Board did not meet. The next scheduled meeting is May 3, 2006. The next scheduled meeting is May 3, 2006. Maria attended a city budget hearing on March 15, re: Supplemental Budget. For the first time in many years the city has a budget surplus and it is $137 million. One of the supplemental being requested is a $20+ million to start the ball rolling on retrofitting the San Francisco General Hospital. The Ethics Commission sponsored a workshop for City Commissioners and other mayoral appointees and Co-Chairs attended. We have invited a speaker for next meeting to speak on Environmental Health: how to avoid toxins in the household products we use, how we educate ourselves on healthier ways to clean up our homes and how we can share this info to families with young children. Maria also reported that she attended a constituent breakfast during the Week of the Young Child with Senator Feinstein on Capitol Hill and the Senator expressed concern about the shrinking revenue and how this is going to impact funding for social services like Medicaid. Membership recruitment is picking up due to a very prominent announcement in the SFHP Newsletter.

Quality Improvement Report-Ed Evans:
- Ed reported that the Quality Improvement Committee met on March 22, 2006.

Staff Report-Ellen Kaiser
- Ellen Kaiser, Director of Planning and Evaluation Services attended the Member Advisory Committee meeting in Jean Fraser's stead. Ellen introduced Rafael Gomez, SFHP's Planner and newest staff member. Rafael works closely with Ellen on many projects. Ellen also announced the Healthy Kids Family Day event coming up on June 3rd 2006 at the Boys and Gils Club in the Mission from 9:30am-3:30pm. Ellen encouraged the Committee to Attend. Ellen also updated the Committee on the taxi driver insurance which is still in progress.

4. **Discussion: Arturo Cosenza, San Francisco Department of Elections re New Procedures for Elections**
   - Arturo Cosenza from the San Francisco Department of Elections attended the Member Advisory Committee to discuss the new procedures for elections. Arturo explained the procedures of voting and the process of registering to vote. Arturo also announced the scheduled upcoming elections.
   - Arturo answered most of the Committee's questions. The Committee thanked Arturo for attending their meeting.

5. **Public Comment**
   - No public comment

6. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

7. **Prospective Members**
   - There were two prospective members, Xue Qun Chen and Grace Chen. Both Xue Qun and Grace nominations will be voted on at the May 12th Member Advisory Committee meeting.

8. **Announcements**
   - Elia Fernandez passed out flyers for the Speak Up for Families Rally on Saturday, April 8, 2006 10am-1pm at City Hall-Civic Center Plaza.

9. **Adjournment**
   - The meeting adjourned at 3pm.

Date Approved: 5/12/06

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 244-5480

Meeting Agenda
May 12, 2006
1:00 P.M – 3:00 P.M
201 Third Street, 7th Floor
San Francisco, CA 94103

DOCUMENTS DEPT.

MAY - 8 2006

SAN FRANCISCO
PUBLIC LIBRARY

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Diane Maluia
   3. Staff Report: Jean Fraser, CEO
4. Discussion: Neil Gendel from Consumer Action to discuss indoor air quality for children.
5. Public Comment
6. Calendar Items for Next Meeting
7. Prospective Members
8. Announcements
9. Adjournment

05-08-07P12.43 RCVD

Please Note These Upcoming SFHA Meetings:

• Member Advisory	June 2, 2006, 2006 (1pm-3pm)
• Finance Committee:	June 15, 2006 (11am-12pm)
• Governing Board:	June 21, 2006 (12pm-2pm)
• Quality Improvement Committee.	June 28, 2006 (8am-9am)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

JUN 05 2006 MON 04:10 PM P. 002

DOCUMENTS DEPT.

JUN 0 5 2006

SAN FRANCISCO
PUBLIC LIBRARY

DRAFT
May 12, 2006
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alvergue, Raquel Cardenas, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Yesenia Fernandez, Willow Lancaster, Rosa Lima, Diane Maluia, Maria Luz Torre, Maria del Carmen Garcia, Alma Castillo, and Wendy Vielman

Members Absent Excused: None

Members Absent: None

Guests: Neil Gendel, Xue Qun Chen, Shao Wei Luo, Irene Conway, Charles Conway, Nancy Wei, Merlin Liu, Hon Wan Lei, Feng Mei Chen, Leslie Weinberg, Georgia Bratt, Sharon Chen, Zieng Zhong Zhang, Yat Lam, Ching suk Lam, Liu Zhong Chen

Staff: Valerie Huggins and Jean Fraser

18.65
2
1/12/06
raft

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of April 7, 2006 were approved as written.

3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner

- Tracey reported that the Board met on Wednesday, May 3, 2006. Tracey spoke about the care for the uninsured. This is to provide uninsured San Francisco residents with a primary care provider/medical home, and access to medical services through San Francisco Health Plan.
- Tracey also mentioned that the Governing Board approved Alma Castillo's nomination to the Member Advisory Committee.
- Maria reported that several MAC members attended the Stand for Children Rally in Sacramento on the day of the Board Meeting. They also made legislative visits. She encouraged MAC members to be aware of the city budget process and participate by giving testimony if needed so that children will continue to receive supportive services like health care and child care.

Quality Improvement Report-Ed Evans:

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting is June 28, 2006.

Staff Report-Jean Fraser

- Jean spoke about the highlights of the Quality Improvement Program. SFHP was number one in the State on four measures and our HEDIS rates are in the 90th percentile nationwide.
- SFHP have incentives for our members who bring in heir children to get check-ups and if you are pregnant we issue gift certificates for prenatal visits.
- San Francisco Health plan did very well on the Provider and member satisfaction survey.
- Presentation on new SFHP campaign posters was shown.

4. **Discussion: Neil Gendel, Consumer Action**
   - Neil Gendel, Healthy Children Organizing Project attended the Member Advisory Committee's meeting to discuss indoor air quality for children. This organization has been around for about 15 years and the goal is to protect low-income small children from toxic pollutions. Neil passed out some important information on different kinds of toxic pollutions.
   - The Committee had thanked Neil for attending their meeting and would like for him to come back soon.

5. **Public Comment**
   - No public comment.

6. **Calendar Items For Next Meeting**
   - There were no items to be calendared.

7. **Prospective Members**
   - The Committee voted on Xue Qun Chen and Shao Wei Luo nomination to the Committee. There nominations will be forwarded to the Governing Board for final approval. There were also 14 prospective members at the Committee meeting. There are only eight seats vacant on the Committee to be filled. The Committee will vote to fill those eight seats at the next Committee meeting.

8. **Announcements**
   - Ed Evans announced that on May 18, 2006 there will be a field visit to survey the accessibility of the T line, Muni's new light rail line on Third Street. Members and guests wishing to participate in the Third Street survey should meet on May 18, 2006 at 1:00 PM Sharp at the ground floor lobby of One South Van Ness. A Muni bus and Paratransit vehicle will be available to transport MAC members for the site visits.
   - Maria announced the Obesity Seminar: Bariatric Guidelines Update & Interactive Workshop on June 20, 2006. The CAHP Technical Seminar on obesity is less about reviewing the obesity issue, and more about action.

9. **Adjournment**
   - The meeting adjourned at 3pm.

Date Approved: 6/2/06

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 244-5480

Meeting Agenda
June 2, 2006
1:00 P.M – 3:00 P.M
201 Third Street, 7th Floor
San Francisco, CA 94103

DOCUMENTS DEPT.
MAY 26 2006
SAN FRANCISCO
PUBLIC LIBRARY

8.65
1
12/06

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Diane Maluia
   3. Staff Report: Jean Fraser, CEO
4. Discussion: Obesity Efforts, Swati Awsare, M.D. SFHP's Medical Director
5. Discussion: Indoor Air Quality, Karen Yu, San Francisco Department of Public Health
6. Public Comment
7. Calendar Items for Next Meeting
8. Prospective Members
9. Announcements
10. Adjournment

Please Note These Upcoming SFHA Meetings:

- Finance Committee: June 15, 2006 (11am-12pm)
- Governing Board: June 21, 2006 (12pm-2pm)
- Quality Improvement Committee: June 28, 2006 (8am-9am)
- Member Advisory August 4, 2006 (1pm-3pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products. Also, during the meeting please make sure all cell phones and pagers are off. Thank you for your cooperation.

****

DRAFT
August 4, 2006
Member Advisory Committee
Meeting Minutes

Members Present: Blesilda Almacen, Georgia Bratt, Un Un che, Lui Zhong Chen, Xue Qun Chen, Irene Conway, Charles, Conway, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Maria del Carmen Garcia, Willow Lancaster, Ching Suk Lam, Anh Le, Rosa Lima, Shaowei Luo, and Maria Luz Torre

Members Absent Excused: Alma Castillo, Yesenia Fernandez, Nancy Wei, Meilin Liu, Raquel Cardenas and Diane Maluia

Members Absent: None

Guests: Joyce Sabel and Collen Wong

Staff: Valerie Huggins and Jean Fraser

DOCUMENTS DEPT.
SEP 11 2006
SAN FRANCISCO
PUBLIC LIBRARY

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of July 14, 2006 were approved as written.

3. **Committee Reports:**
Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner
   - Maria asked that the Committee take a moment of silence in memory of Wendy Vielman who past away on July 17th.
   - Tracey spoke a little about the Health Access Program which is only for San Franciscans. This program will focus mostly on preventive care.
   - Maria invited Sarah Flock from the Young Workers United to the July meeting who led a short discussion on Paid Sick Leave. This was approved by the Board of Supervisors on July 26th and is now on the November Ballot. This will benefit low-income workers who have no coverage.
   - Maria reported that she had a follow-up meeting with Neil Gendel from Healthy Children Organizing Project. Neil did a presentation to the group in May regarding Healthy Environment and Indoor Air Quality, which was followed by a presentation in June by Karen Yu from DPH's Children's Health and Environmental Protection Program. Medical Director, Dr. Suarti reported on the Committee's recommendations regarding promoting healthy environment at home. She gave a positive response on all the recommendations. She also agreed to set up a meeting with Neil Gendel and Jean Frazer and/or her staff to discuss the Plan's participation in the Doctor's for Social Responsibility Conference in October and the use by SFHP providers of the "toolkit" that is developed by this group to help them educate families.

Quality Improvement Report-Ed Evans:

- Ed reported that the Quality Improvement Committee did not meet. The next scheduled meeting is September 6, 2006.

Staff Report-Jean Fraser

- Jean reported on the Worker Healthcare Security Ordinance that Mayor Newsom will sign into law. The ordinance does two things; the employers spending requirement and the Health Access Program. The target date for implantation of both is July 1, 2007.
- Jean also mentioned that SFHP is working closely with the Disability Rights Education & Defense Fund (DREDF) to develop a survey of our doctors, hospitals, and clinics to see how well are they for people who have a disability. The Plan has completed the survey and hope to present the results at the next Committee meeting. Also, Jean mentioned the HEDIS scores and with one exception the Plan went up on every single score.

4. **Discussion: Parenting & Resources, Colleen Wong, Asian Perinatal Advocates**
   - Colleen Wong from the Asian Perinatal Advocates (APA) attending the Member Advisory Committee meeting to discuss parenting education and resources. Colleen brought several handouts for the Committee. The Committee thanked Colleen for attending their meeting.

5. **Discussion: Parenting & Resources, Joyce Sabel, Talk Line Family Support Center**
   - Joyce Sabel from Talk Line Family Support Center also attended the Member Advisory Committee to discuss parenting resources. Talk Line Family Support Center is a non profit agency that's part of the San Francisco child abuse center. The Committee thanked Joyce for attending their meeting and answering most of the Committee's questions.

6. **Discussion: SFHP's Healthcare Information Cards, Valerie Huggins**
   - San Francisco Health Plan is proposing healthcare information cards to the Member Advisory Committee members to hand out to people they think may qualify for San Francisco Health Plan. They are in multiple images to reflect our diverse membership. The Committee thought the healthcare information cards would be great to hand out to the Community and would like the Plan to provide the Committee with the healthcare information cards at the next Committee meeting.

7. **Public Comment:**
   - There was no public comment

8. **Calendar items for Next Meeting:**
   - There were no items to be calendared.

9. **Prospective Members**
   - The Committee voted on nine new members membership to the Member Advisory Committee; Georgia Bratt, Irene Conway, Charles Conway, Anh Le, Ching Suk Lam, Nancy Wei, Liu Cong Chen, Un Un Che, and Meilin Liu. Each member's nomination will be forwarded to the Governing Board for final approval.

10. **Announcements:**
    - There were no announcements.

11. **Adjournment:**
    - The meeting adjourned at 3pm.

Date Approved: Sept 8, 2006

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 244-5480

18.65
1
18/06

Meeting Agenda
September 8, 2006
1:00 P.M – 3:00 P.M
San Francisco Health Plan
201 Third Street, 7th Floor, San Francisco, CA 94105

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Diane Maluia
   3. Staff Report: Jean Fraser, CEO
4. Discussion: Presentation on Mental Health-- Sai-Ling Chan-Sew, Community Behavioral Health Services (2pm)
5. Public Comment
6. Calendar Items for Next Meeting
7. Prospective Members
8. Announcements
9. Adjournment

DOCUMENTS DEPT.
SEP - 5 2006
SAN FRANCISCO
PUBLIC LIBRARY
09-05-06T05:27

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: September 28, 2006 (8am-9am)
- Member Advisory Committee: October 6, 2006 (1pm-3pm)
- Finance Committee: October 25, 2006 (11am-12pm)
- Governing Board: November 1, 2006 (12pm-2pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products. Also, during the meeting please make sure all cell phones and pagers are off. Thank you for your cooperation.

****

DOCUMENTS DEPT.

OCT 17 2006

SAN FRANCISCO
PUBLIC LIBRARY

DRAFT
September 8, 2006
Member Advisory Committee
Meeting Minutes

Members Present: Georgia Bratt, Un Un che, Lui Zhong Chen, Xue Qun Chen, Irene Conway, Charles, Conway, Ed Evans, Tracey Faulkner, Elia Fernandez, Maria del Carmen Garcia, Anh Lê, Rosa Lima, Shaowei Luo, Maria Luz Torre, and Nancy Wei

Members Absent Excused: Blesilda Almacen, Yesenia Fernandez, and Willow Lancaster.

Members Absent: Alma Castillo, Sandra Estrada, and Ching Suk Lam.

Guests: Sai-Ling Chan-Sew and Miriam Damen

Staff: Valerie Huggins and Jean Fraser

18.65
2
18/06
raft

1. **Welcome, Introductions and Roll Call:**
   The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
   The agenda was approved and minutes of August 4, 2006 were approved as written.

3. **Committee Reports:**
   Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner
   - Maria reported that she attended the Providers' Recognition Dinner. It honored providers who helped us improve our HEDIS scores because of their outstanding service to the community.
   - Maria also reported on the Paid Sick Days Proposition F. Its proponents say it will benefit 116,000 San Francisco workers who are mostly low wage earners and work part time. It requires all employers in San Francisco to provide paid sick days benefit to all its employees (even those working part time) on an accrual bases. Meaning a worker earns one hour for every 30 hours of work. One can use the time to care for their sick children or other family members like spouse, parent, or themselves - without losing income. This would benefit a lot of low paid workers and many of those are in the restaurant and hotel industry. It would mean that workers do not lose income or fear of losing their job when they get sick. Right now, the state and federal legislations cover only big employers. Two of the employers that will be affected are actually big time employers like the City and McDonalds. The cost is about 20 cents per day for employers. This will also protect public health because we do not want our waiters, for instance, to be serving us while they are sick. It would allow parents to stay at home when their children are sent home from school sick. If this passes, it will be the first in the country - in fact in the world.
   - Tracey reported that the Governing Board met on Wednesday, Sept 6th. The Board approved membership for Georgia Bratt, Irene & Charles Conway, Anh Lê, Ching Suk Lam, Nancy Wei, Cong Chen, and Meilin Liu.

Quality Improvement Report-Ed Evans:
- Ed reported that the Quality Improvement Committee meeting was rescheduled to September 28, 2006.

Staff Report-Jean Fraser

- Jean reported that the Plan requested that the Board approved the proposal for the e*Referral* Spread Project. The proposal addresses the Plan's concerns with long wait times for specialty appointments at SFGH, by proposing to replicate the e*Referral* process, which successfully reduces wait times in SFGH's Gastroenterology Clinic. The Board approved this proposal.

4. **Discussion: Presentation on Mental Health-Sai-ling Chan Sew, Community Behavioral Health Services**
   - Sai-ling Chan-Sew attended the Member Advisory Committee meeting to discuss mental health services and resources. Sai-ling distributed handouts to the Committee. The Committee had many questions and thanked Sai-ling for attending their meeting.

5. **Public Comment:**
   - There was no public comment

6. **Calendar items for Next Meeting:**
   - There were no items to be calendared.

7. **Prospective Members**
   - There were no prospective members in the audience.

8. **Announcements:**
   - There were no announcements.

9 **Adjournment:**
   - The meeting adjourned at 3pm.

Date Approved: Oct 6, 2006

Maria Luz Toro, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 244-5480

18.65
1
10/06

Meeting Agenda
October 6, 2006
1:00 P.M – 3:00 P.M
San Francisco Health Plan
201 Third Street, 7th Floor, San Francisco, CA 94105

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Diane Maluia
   3. Staff Report: Jean Fraser, CEO
4. Discussion: Diabetes Training-Swati Awsare, Medical Director
5. Discussion: Upcoming Elections
6. Member Contact Information Updated
7. Public Comment
8. Calendar Items for Next Meeting
9. Prospective Members
10. Announcements
11. Adjournment

DOCUMENTS DEPT.
OCT - 4 2006
SAN FRANCISCO
PUBLIC LIBRARY

10-04-06A10:10 RCVD

Please Note These Upcoming SFHA Meetings:

- Finance Committee: October 25, 2006 (11am-12pm)
- Governing Board: November 1, 2006 (12pm-2pm)
- Member Advisory Committee: November 3, 2006 (1pm-3pm)
- Quality Improvement Committee: December 6, 2006 (8am-9am)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products. Also, during the meeting please make sure all cell phones and pagers are off. Thank you for your cooperation.

OCT 08 2006 WED 04:49 PM P.001

DOCUMENTS DEPT.
NOV - 8 2006
SAN FRANCISCO
PUBLIC LIBRARY

DRAFT
October 6, 2006
Member Advisory Committee
Meeting Minutes

Members Present: Blesida Almacen, Joanne Alvergue, Raquel Cardenas, Un Un Che, Liu Zhong Chen, Charles Conway, Irene Conway, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Maria del Carmen Garcia, Willow Lancaster, Ching Suk Lam, Anh Lê, Rosa Lima, Meilin Liu, Shawei Luo, Diane Maluia, Maria Luz Torre, and Nancy Wei

Members Absent Excused: Alma Castillo

Members Absent: Yesenia Fernandez and Georgia Bratt - excused

Guests: Arturo Cosenza, SF Department of Elections and Nina Moreno, Children's Defense Fund on 100% Campaign

8.65
1
16/06

Staff: Valerie Huggins and Ellen Kaiser

1. **Welcome, Introductions and Roll Call:**
   The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
   The agenda was approved and minutes of September 8, 2006 were approved as written.

3. **Committee Reports:**
   Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner
   - Tracey reported that the Governing Board met on September 6, 2006. Chairs reported on this at the September 8, 200 Member Advisory Committee meeting. The next scheduled meeting is November 1, 2006.

Quality Improvement Report-Ed Evans:
- Ed reported that the Quality Improvement Committee met on September 28, 2006. The Committee reviewed the Healthy Kids Young Adults Program and grievances. Ed asked if the Committee have any health care issues to let him or Diane Maluia know. The next scheduled meeting is December 6, 2006.

Staff Report-Ellen Kaiser
- Ellen Kaiser presented the staff report. Ellen mentioned that Jean Fraser will give an update on the new legislation that effects health care in the November ballot. In addition to this. Ellen updated the Committee on the status of the Health Access Program which the Plan is working really hard to get up and running by July 2007.

4. **Discussion: Diabetes Training, Swati Awsare, MD**
   - Swati Awsare gave a presentation on diabetes. Swati explained the different types of diabetes and how to control the disease. The Committee had many questions for Swati and she was able to answer most of them.

5. **Discussion: Arturo Consenza, SF Department of Elections**
   - Arturo did a presentation on election guidelines, rank choice voting, other election related issues, job opportunities on Election Day and answered questions from members.

6. **Presentation: Nina Moreno , Children's Defense Fund on 100% Campaign and Prop 86**
   - Nina Moreno attended the Committee meeting to discuss Proposition 86 which is one of measure on the November ballot which is about healthcare for all children in the State of California including undocumented children. Nina answered most of the Committee's questions.

7. **Public Comment:**
   - Ed recommended we do a Thanksgiving potluck for the next meeting. He will call members to coordinate what they are bringing if any.

8. **Calendar items for Next Meeting:**
   - There were no items to be calendared.

9. **Prospective Members**
   - There were no prospective members in the audience and the Committee is currently at full capacity.

10. **Announcements:**
    - Anh Lê announced the Senior Action Network (S.A.N.) Annual Convention "Universal Health Care Now", Thursday, October 12, 2006, $10 Admission (Includes Lunch) 9 a.m. Registration, Continental Breakfast, and Resource Room10 a.m. to 2 p.m. Program. St. Mary's Cathedral Conference Center (Lower Level)-1111 Gough St. (At Geary Blvd.) Accessible by MUNI # 38 Geary Bus. Keynote Speaker: Mayor Gavin Newsom
    - Maria announced the Family Festival at Yerba Buena Gardens on Oct 28.

11. **Adjournment:**
    - The meeting adjourned at 3pm.

Date Approved: 11/3/06

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

OCT 30 2006 MON 02:43 PM P.002

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 244-5480

Meeting Agenda
Nov. 3, 2006
1:00 P.M – 3:00 P.M
San Francisco Health Plan
201 Third Street, 7th Floor, San Francisco, CA 94105

DOCUMENTS DEPT.
OCT 30 2006
SAN FRANCISCO
PUBLIC LIBRARY
10-30-06P02:43 RCVD

18.65
1
13/06

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Diane Maluia
   3. Staff Report including Health Legislation Update-Non Partisant Explanation of Health Related Ballot Measures-Jean Fraser, CEO
4. Discussion: Eric Hernandez, WIC Program-Nutrition (20 mins)
5. Discussion: Rowena Tarantino, SFHP"s Health Education Mgr-Needs Assessment (20 mins)
6. Discussion: Cia Byrnes, SFHP's Director of Provider Relations-DREDF Update (20 mins)
7. Discussion: Rafael Gomez, SFHP's Planner-Electronic Patient Physician Communication (20 mins)
8. Public Comment
9. Calendar Items for Next Meeting
10. Prospective Members
11. Announcements
12. Adjournment

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: December 6, 2006 (8am-9am)
- Finance Committee: January 3, 2007 (11am-12pm)
- Governing Board: January 3, 2007 (12pm-2pm)
- Member Advisory Committee: January 5, 2007 (12pm-2pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products. Also, during the meeting please make sure all cell phones and pagers are off. Thank you for your cooperation.

****

DOCUMENTS DEPT.

JAN 10 2007

SAN FRANCISCO
PUBLIC LIBRARY

DRAFT
November 3, 2006
Member Advisory Committee
Meeting Minutes

Members Present: Blesida Almacen, Joanne Alvergue, Georgia Bratt, Un Un Che, Liu Zhong Chen, Charles Conway, Irene Conway, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Maria del Carmen Garcia, Willow Lancaster, Ching Suk Lam, Anh Lê, Rosa Lima, Meilin Liu, Shawei Luo, Diane Maluia, Maria Luz Torre, and Nancy Wei

Members Absent Excused: Yesenia Fernandez

Members Absent: Alma Castillo and Raquel Cardenas

Guests: Eric Hernandez, San Francisco Women, Infant & Children's (WIC) Program

Staff: Valerie Huggins, Jean Fraser, Cia Byrnes, Rafael Gomez, and Rowena Tarantino

F
118.25
.2
11/3/06
draft

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order at 1:00pm.

2. **Approval of Agenda & Minutes:**
The agenda was approved and minutes of October 6, 2006 were approved with one amendment-Georgia Bratt as excused absence.

3. **Committee Reports:**
Chair & Governing Board Report-Maria Luz Torre & Tracey Faulkner
- Maria reported that the Governing Board met on Wednesday, November 1st. SFHP HEDIS scores are up except Well Child Visits. The Board approved a grant to give to the Disability Rights Education & Defense Fund (DREDF) to continue to assist the Plan and improving accessibility to members with disabilities.

Quality Improvement Report-Ed Evans:
- Ed reported that the Quality Improvement Committee did not meet. Ed asked if the Committee have any health care issues to let him or Diane Maluia know. The next scheduled meeting is December 6, 2006.

Staff Report-Jean Fraser
- Jean talked about the upcoming elections and reminded the Committee to vote. Jean spoke about two state wide propositions on the ballot, 86-tobacco taxes and 85-parental notification for girls who wants to get an abortion.

4. **Discussion: Eric Hernandez, WIC Program-Nutrition**
- Eric Hernandez from the Department of Public Health attended the meeting to discuss nutrition. Eric gave an interesting presentation on healthy eating and showed statistics on how obesity has increased dramatically in this country in the last 20 years or so The Committee was inspired by the presentation and Eric was able to answer most of their questions. Addressing issues of proper eating, nutrition, exercise and public education on this topic is something that the Committee is interested in pursuing.

5. **Discussion: Cia Byrnes, SFHP's Director of Provider Relations-DREDF Update**
   - Cia Byrnes gave a presentation on collaborative work between SFHP & DREDF. The Governing Board approved an $18,000 grant to DREDF to continue assisting SFHP and improving accessibility to members with disabilities.

6. **Discussion: Rafael Gomez, SFHP's Planner-Electronic Patient Physician Communication**
   - Rafael Gomez attended the Member Advisory Committee to talk a little about web base and email services and to get some feedback from the Committee. The Committee had great feedback. Rafael said he would come back to update the Committee on these services.

7. **Public Comment:**
   - There was no public comment.

8. **Calendar items for Next Meeting:**
   - There were no items to be calendared.

9. **Prospective Members**
   - There were no prospective members in the audience and the Committee is currently at full capacity.

10. **Announcements:**
    - There were no announcements.

11. **Adjournment:**
    - The meeting adjourned at 3pm.

Date Approved: January 5, 2007

Maria Luz Tore, Co-Chair

Tracey Faulkner, Co-Chair

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 244-5480

F
+18.65
#1
4/6/07

Meeting Agenda
April 6, 2007
1:00 P.M – 3:00 P.M
San Francisco Health Plan
201 Third Street, 7th Floor, San Francisco, CA 94105

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Diane Maluia
   3. Staff Report-Ellen Kaiser, CEO
4. Discussion: Patricia Yeung, from the San Francisco Fire Department NERT Training (2pm)
5. Public Comment
6. Calendar Items for Next Meeting
7. Prospective Members
8. Announcements
9. Adjournment

DOCUMENTS DEPT.
APR - 2 2007
SAN FRANCISCO
PUBLIC LIBRARY

Please Note These Upcoming SFHA Meetings:

• Finance Committee:	May 2, 2007	(11am-12pm)
• Governing Board:	May 2, 2007	(12pm-2pm)
• Member Advisory Committee:	May 4, 2007	(1pm-3pm)
• Quality Improvement Committee:	June 14, 2007	(8am-9am)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products. Also, during the meeting please make sure all cell phones and pagers are off. Thank you for your cooperation.

****

MEMBER ADVISORY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY

www.sfhp.org
(415) 547-7818 ext. 4235

Maria Luz Torre, Co-Chair
Ph: 343-3383

Tracey Faulkner, Co-Chair
Ph: 244-5480

Meeting Agenda
May 4, 2007
1:00 P.M – 3:00 P.M
San Francisco Health Plan
201 Third Street, 7th Floor, San Francisco, CA 94105

1. Welcome, Introductions & Roll Call

2. Adopt Agenda/Approve Minutes

3. Reports
   1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
   2. Quality Improvement: Edward Evans & Diane Maluia
   3. Staff Report-Jean Fraser, CEO

4. Discussion: Rowena Tarantino, SFHP's Health Education Manager-Weight Loss & Nutrition

5. Public Comment

6. Calendar Items for Next Meeting

7. Prospective Members

8. Announcements

9. Adjournment

3:40 p.m. msf
DOCUMENTS DEPT.
APR 30 2007
SAN FRANCISCO
PUBLIC LIBRARY

F
18.65
1
14/07

Please Note These Upcoming SFHA Meetings:

• Member Advisory Committee:	June 1, 2007 (1pm-3pm)
• Quality Improvement Committee:	June 14, 2007 (8am-9am)
• Finance Committee:	June 20, 2007 (11am-12pm)
• Governing Board:	June 20, 2007 (12pm-2pm)

****

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products. Also, during the meeting please make sure all cell phones and pagers are off. Thank you for your cooperation.

****

~~1499~~ a
1537

Utica/Omaha, Ne
Houchen
Bindery Ltd